

MOZILGE TOEIC

Volume  
1

# ÉCO NOMY TOEIC

LC 1000

Lim Jung Sub  
Noh Jun Hyoung

1000 Listening Comprehension  
Practice Test Items  
for the New TOEIC Test



NHÀ XUẤT BẢN TỔNG HỢP  
THÀNH PHỐ HỒ CHÍ MINH

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# Eco nomy

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## LC 1000

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Economy  
LC 1000

# Actual Test



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### Listening TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

#### Part 1

**Directions:** For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

##### Example

##### Sample Answer



(A) (B) (C) (D)

Statement (C), "He is writing in a notebook," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

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## Part 2

Directions: You will hear a question or statement and three responses spoken in English. They will be spoken only one time and will not be printed in your test book. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

### Example

### Sample Answer

You will hear: Where did you buy your tie?

A  B  C

You will also hear: (A) Next time we'll do better.

(B) At the downtown shopping center.

(C) We'll move to a new building soon.

The best response to the question "Where did you buy your tie?" is choice (B), "At the downtown shopping center," so (B) is the correct answer. You should mark answer (B) on your answer sheet.

11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
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37. Mark your answer on your answer sheet.
38. Mark your answer on your answer sheet.
39. Mark your answer on your answer sheet.
40. Mark your answer on your answer sheet.

**Part 3**

**Directions:** You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will be spoken only one time and will not be printed in your test book.

41. What would the man like Julie to do?  
(A) Meet with the president  
(B) Change an appointment time  
(C) Come to the office later  
(D) Contact some clients
42. What will the man do this afternoon?  
(A) Meet with some clients  
(B) Call the president's office  
(C) Go to the emergency room  
(D) Relocate his office
43. What time will the man start his appointment this afternoon?  
(A) At 1 o'clock  
(B) At 2 o'clock  
(C) At 3 o'clock  
(D) At 4 o'clock
44. What kind of company does the man work for?  
(A) A delivery service company  
(B) An Internet provider  
(C) A mobile phone company  
(D) An accountant's office
45. How does the man explain the change in the woman's bill?  
(A) The price may have risen.  
(B) The woman has two cell phones.  
(C) There was an accounting error.  
(D) The woman may have used her cell phone more than usual.
46. What information does the man ask the woman for?  
(A) Her invoice number  
(B) Her telephone number  
(C) Her monthly balance  
(D) Her identification number



47. What is the celebration for?  
(A) The promotion of a coworker  
(B) The opening of a new banquet facility  
(C) The anniversary of the hotel  
(D) The retirement of a colleague
48. When will the celebration start?  
(A) At 6:00  
(B) At 6:30  
(C) At 7:00  
(D) At 7:30
49. Where will the woman go before the party?  
(A) To a banquet hall  
(B) To a hotel lobby  
(C) To a bakery  
(D) To a supermarket
50. Why is William happy?  
(A) He created a new painting.  
(B) He recently won a prize.  
(C) He met his favorite artist.  
(D) He taught his first art workshop.
51. What does William hope to do?  
(A) Take a vacation in the fall  
(B) Sign up for a workshop  
(C) Attend an awards banquet  
(D) Join a group of artists
52. What is William working on these days?  
(A) An oil painting  
(B) A workshop manual  
(C) A watercolor painting  
(D) A sculpture
53. Where is the conversation most likely taking place?  
(A) At a shipping company  
(B) At an office building  
(C) At an office supplies store  
(D) At a library
54. What does the assistant offer to do?  
(A) Help move the supplies  
(B) Phone his manager  
(C) Sign the form  
(D) Open the conference room
55. What will be delivered to the conference room?  
(A) A bookshelf  
(B) A filing cabinet  
(C) Office supplies  
(D) Meeting tables
56. Who most likely is the man?  
(A) An information desk clerk  
(B) A gift shop owner  
(C) A parking attendant  
(D) A supermarket cashier
57. Where is the woman going?  
(A) To meet with a boutique owner  
(B) To visit an art gallery  
(C) To check her order  
(D) To walk around a shopping mall
58. How does the man suggest lowering the admission price?  
(A) Returning another day  
(B) Calling the shop owner  
(C) Using a discount coupon  
(D) Charging her the senior's rate

59. What color monitors are available now?  
 (A) White  
 (B) Silver  
 (C) Black  
 (D) Red
60. How much does it cost to increase the size of the monitor?  
 (A) \$ 100  
 (B) \$ 170  
 (C) \$ 200  
 (D) \$ 300
61. When can the man expect to receive his monitor?  
 (A) In about a week  
 (B) In about two weeks  
 (C) In about three weeks  
 (D) In about four weeks
62. What problem is the man faced with?  
 (A) He doesn't know where the HR department is.  
 (B) He has too much work to prepare for the meeting.  
 (C) He can't open the garage gate by himself.  
 (D) He wasn't able to contact the parking attendant.
63. When did the woman receive her parking permit?  
 (A) On Thursday  
 (B) On Friday  
 (C) On Monday  
 (D) On Tuesday
64. What does the woman suggest the man do?  
 (A) Find the parking attendant  
 (B) Park in another garage  
 (C) Arrive at the office early  
 (D) Contact the HR department
65. Where most likely does this conversation take place?  
 (A) At a shopping mall  
 (B) At a hair salon  
 (C) At a fashion boutique  
 (D) At an art studio
66. What would the woman like to do?  
 (A) Meet the receptionist  
 (B) Attend the "what's hot" seminar  
 (C) Find a new hair stylist  
 (D) Change her hair color
67. Why did the man visit New York?  
 (A) To see the sights  
 (B) To learn about fashion  
 (C) To buy hair products  
 (D) To attend a training seminar
68. What is the man's problem?  
 (A) He forgot his new password.  
 (B) He left his ID card in the HR department.  
 (C) He can't access his messages.  
 (D) His phone lines have been down all afternoon.
69. Where will the man probably go next?  
 (A) To the HR department  
 (B) To technical services  
 (C) To the reception desk  
 (D) To the mail room
70. Where is the technical support staff office located?  
 (A) Beside the reception desk  
 (B) Next to the elevators  
 (C) Across from the mail room  
 (D) Near the HR department



#### Part 4

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

71. What is the reason for the call?
- (A) To get Mr. Clifford's contact information
  - (B) To set up an installation date
  - (C) To discuss available Internet packages
  - (D) To receive payment for a service
72. What is Mr. Clifford asked to do?
- (A) Send an e-mail
  - (B) Call the company
  - (C) Drop by the office
  - (D) Register for services
73. When does Katie expect to hear from Mr. Clifford?
- (A) On Monday, between 8 and 6 o'clock
  - (B) As soon as possible
  - (C) Before the installation date
  - (D) After the payment due date
74. Who most likely is the speaker?
- (A) A construction crew member
  - (B) A steel engineer
  - (C) A plant supervisor
  - (D) A company's director
75. How many staff will the company employ when it opens?
- (A) 50
  - (B) 75
  - (C) 100
  - (D) 125
76. Where was the first facility?
- (A) Milton
  - (B) Portland
  - (C) St. Louis
  - (D) Rochester

77. Where most likely are the visitors?

- (A) A semi-conductor plant
- (B) A famous museum
- (C) A large bakery's facilities
- (D) A supermarket

78. What will happen at 2:00?

- (A) The visitors will ask questions.
- (B) The guided part of the tour will end.
- (C) The tasting rooms will close.
- (D) The visitors can take photographs.

79. How long will the visitors be on their own?

- (A) 30 minutes
- (B) One hour
- (C) Two hours
- (D) Three hours

80. What kind of business is the message for?

- (A) A political candidate's office
- (B) A university registrar's office
- (C) City Hall in Washington, D.C.
- (D) A university library

81. What time does the facility close on Fridays?

- (A) 2 p.m.
- (B) 3 p.m.
- (C) 4 p.m.
- (D) 5 p.m.

82. How can a caller speak with Edward Phillips?

- (A) By accessing the list of faculty members
- (B) By speaking with the reception staff
- (C) By dialing extension 15
- (D) By visiting the library during regular hours

83. What is being advertised?

- (A) A trip to France
- (B) A restaurant
- (C) A hotel
- (D) A food market

84. What is provided for dessert?

- (A) Fruit juice
- (B) Fresh fish
- (C) Pastries
- (D) A glass of wine

85. What does the speaker say about Chateau Francois?

- (A) The chef is world-renowned.
- (B) It is open on weekends.
- (C) The view from the deck is impressive
- (D) The lunch specials are inexpensive.

86. What is the announcement about?

- (A) Employment opportunities with human resources
- (B) Information regarding interior decorating
- (C) Changes in the meeting schedules
- (D) Preparations for the board meeting

87. How can employees find out the location of their new offices?

- (A) By phoning the human resources department
- (B) By speaking to their manager
- (C) By visiting the lobby of the building
- (D) By contacting Newport Painters

88. What are staff asked to do on Monday before they leave?

- (A) Clean up their workspace
- (B) Turn off their computers
- (C) Contact the human resources department
- (D) Put away confidential files



89. What is the purpose of this announcement?  
(A) To tell about special offers  
(B) To inform of a change in the store policy  
(C) To announce the store's hours  
(D) To introduce sales associates
90. What is Ms. Williams' position?  
(A) Store manager  
(B) Computer programmer  
(C) Radio announcer  
(D) Restaurant staff
91. What can customers receive at no cost as they leave?  
(A) A fax machine  
(B) Computer paper  
(C) A store catalogue  
(D) A preferred customer card
92. When will the new system start?  
(A) This afternoon  
(B) In two weeks  
(C) At the end of the month  
(D) Next month
93. What does the speaker say is the benefit to the change?  
(A) More efficient communication  
(B) Prevent the loss of files  
(C) Better secure important data  
(D) Allow staff to work less hours
94. What does the speaker ask staff to do?  
(A) Obtain a new ID card  
(B) E-mail group files  
(C) Copy existing files  
(D) Rewrite files on the new server
95. How long will the conference run?  
(A) A day  
(B) Three days  
(C) A week  
(D) Three weeks
96. What is the main subject of the conference?  
(A) Management techniques  
(B) Organizational behavior  
(C) Tele-conferencing  
(D) Accounting
97. What must conference participants do following the lectures?  
(A) Raise questions on the lectures they've heard  
(B) Post their responses on the conference website  
(C) Meet with their colleagues  
(D) Submit a paper to Francis Lee
98. What's the purpose of this meeting?  
(A) To introduce a new manager  
(B) To announce a new security system  
(C) To develop a new computer network  
(D) To address the issue of employee productivity
99. Where will this new policy be enforced?  
(A) Across the country  
(B) Across the city  
(C) Within the IT department  
(D) Within the building
100. What changes have been made to the computer system?  
(A) Employees must now use a password.  
(B) Employees must now record their hours.  
(C) Employees must now use only their own computer.  
(D) Employees must speak to their manager before using the computer.

This is the end of the Listening test.

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## Listening TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

## Part 1

**Directions:** For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

## Example

## Sample Answer



(A) (B) (C) (D)

Statement (C), "He is writing in a notebook," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

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## Part 2

**Directions:** You will hear a question or statement and three responses spoken in English. They will be spoken only one time and will not be printed in your test book. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

### Example

### Sample Answer

You will hear: Where did you buy your tie?

- A  B  C

You will also hear: (A) Next time we'll do better.

(B) At the downtown shopping center.

(C) We'll move to a new building soon.

The best response to the question "Where did you buy your tie?" is choice (B), "At the downtown shopping center," so (B) is the correct answer. You should mark answer (B) on your answer sheet.

11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
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33. Mark your answer on your answer sheet.
34. Mark your answer on your answer sheet.
35. Mark your answer on your answer sheet.
36. Mark your answer on your answer sheet.
37. Mark your answer on your answer sheet.
38. Mark your answer on your answer sheet.
39. Mark your answer on your answer sheet.
40. Mark your answer on your answer sheet.

### Part 3

**Directions:** You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will be spoken only one time and will not be printed in your test book.

**41. What is the man's problem?**

- (A) His computer is broken.
- (B) His Internet provider closed down.
- (C) He cannot contact technical support.
- (D) His Internet is slow.

**42. Why does the woman recommend Roger's Inc.?**

- (A) They offer great technical assistance.
- (B) They provide a money-back guarantee.
- (C) They give discounts on used computers.
- (D) They repair computers free of charge.

**43. What does the woman ask the man to do?**

- (A) Go to a nearby computer shop
- (B) Give her name when ordering a service
- (C) Talk to a service staff member
- (D) E-mail the company his details

**44. What did Maria do this afternoon?**

- (A) Called the shipping company
- (B) Sent a couple of faxes
- (C) Photocopied records
- (D) Drafted a proposal

**45. Why would the man like Maria to make a phone call?**

- (A) To ensure the shipping is done
- (B) To complain about a customer
- (C) To order a replacement product
- (D) To complete the paperwork

**46. Why are the speakers concerned?**

- (A) They need to deliver an order.
- (B) They need to cancel an order.
- (C) They need more customer information.
- (D) They need to fix their fax machine.



47. When is the train supposed to leave the station?  
(A) At 3 o'clock  
(B) At 5 o'clock  
(C) At 7 o'clock  
(D) At 9 o'clock
48. What is the woman concerned about?  
(A) She can't confirm departure times online.  
(B) She will be late for an appointment.  
(C) She has misplaced the contact information.  
(D) She has lost some important documents.
49. Why was the man planning to contact the partners?  
(A) To discuss the presentation  
(B) To arrange accommodation  
(C) To ensure that they received the files  
(D) To obtain directions to the office
- 
50. When does the man offer the return?  
(A) In an hour  
(B) In two hours  
(C) Tomorrow morning  
(D) Tomorrow afternoon
51. Where is Mr. Michaels?  
(A) On a business trip  
(B) In his office  
(C) At a meeting  
(D) Downtown
52. What are the speakers talking about?  
(A) A presentation  
(B) A shipment  
(C) An office desk  
(D) A trip itinerary
53. Where most likely are the speakers?  
(A) At a hotel  
(B) At a restaurant  
(C) At a cooking class  
(D) At a farm
54. What does the woman ask the man to do?  
(A) Join her for lunch  
(B) Bring her the menu  
(C) Make her a club sandwich  
(D) Suggest something to eat
55. What will the woman probably do next?  
(A) Drink her coffee  
(B) Cook food for a friend  
(C) Pay her bill  
(D) Consider what she wants to order
- 
56. What would the man like to do?  
(A) Fill out an application form  
(B) Renew his driver's license  
(C) Check his credit rating  
(D) Obtain a credit card
57. What did the man provide the woman with?  
(A) His credit card  
(B) His driver's license  
(C) His passport  
(D) His reference letter
58. What will the woman do?  
(A) Fill out the application form for the man  
(B) Photocopy the man's identification  
(C) Get the man a new driver's license  
(D) Tell the man more about the bank's services

59. What's the main topic of the conversation?
- A restaurant reservation
  - A business meeting
  - A conference
  - A job interview
60. When will Sarah meet with the vice-president?
- Tomorrow
  - At the end of the week
  - At the beginning of next week
  - At the beginning of next month
61. What request did Sarah make regarding her second interview?
- To alter the location
  - To modify the time
  - To change the person interviewing her
  - To reschedule the day of the interview
62. What would the man like the woman to do?
- Schedule a meeting
  - Contact a client in New York
  - Get information at a seminar
  - Make travel arrangements
63. Where is Mr. Pauls going tomorrow?
- To a business lunch
  - To a marketing presentation
  - To a training workshop
  - To a client's office
64. What does the woman infer about Johnson & Johnson?
- They will increase the company's profits.
  - The company isn't very successful.
  - The company wishes to relocate.
  - They will introduce new company policies.
65. Who most likely is Ms. Dias?
- A Spanish diplomat
  - A translator
  - A publisher
  - A marketer
66. What would Ms. Dias like from the man?
- A new publisher
  - A higher salary
  - A new deadline
  - An assistant
67. How will Ms. Dias make the due date?
- By focusing only on the translation of the book
  - By delaying a business trip
  - By hiring an assistant
  - By shortening the article
68. What type of business is being talked about?
- A travel agency
  - A grocery store
  - A magazine
  - A restaurant
69. How did the man learn about the business?
- From a newspaper article
  - From a colleague
  - From a travel pamphlet
  - From a news program
70. What did the woman like about the business?
- The staff
  - The location
  - The atmosphere
  - The food



#### Part 4

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

71. What is the man calling about?  
(A) A document  
(B) An airline delay  
(C) A piece of luggage  
(D) A travel itinerary
72. Where can Ms. Damon expect to receive the delivery?  
(A) At her hotel  
(B) At the post office  
(C) At the airport  
(D) At the security desk
73. When can Ms. Damon expect the delivery?  
(A) This morning  
(B) This afternoon  
(C) Tomorrow morning  
(D) Tomorrow afternoon
74. Why is the announcement being made?  
(A) To direct people to customer service  
(B) To inform customers that the store is closing  
(C) To introduce the new manager on duty  
(D) To advertise the prices of produce
75. Who should customers ask questions to?  
(A) The manager  
(B) The cashier  
(C) The security guard  
(D) The customer service representative
76. What change will be introduced next week?  
(A) A new cashier will be hired.  
(B) Special discounts will be introduced.  
(C) The store will stay open longer.  
(D) The store will receive a shipment.

77. Who most likely is the speaker?  
 (A) A waiter  
 (B) A food critic  
 (C) A cook  
 (D) A receptionist
78. What accompanies the special dishes?  
 (A) Pastries  
 (B) Soup  
 (C) Rice  
 (D) Dessert
79. How much does the lavender mousse cake cost?  
 (A) Six dollars  
 (B) Eight dollars  
 (C) Fifteen dollars  
 (D) Seventeen dollars
80. Who is the speaker?  
 (A) A sales representative  
 (B) A company's department head  
 (C) A public relations officer  
 (D) A newspaper journalist
81. What is this announcement about?  
 (A) A new job opportunity  
 (B) A newspaper article  
 (C) A new product  
 (D) A rise in sales
82. According to the announcement, what will staff members receive?  
 (A) New employees  
 (B) Larger office space  
 (C) An increase in bonus  
 (D) The new product line
83. Who is the subject of this report?  
 (A) A pianist  
 (B) A jazz artist  
 (C) A radio announcer  
 (D) A music critic
84. How old is Mr. Onawa?  
 (A) Eight  
 (B) Eighteen  
 (C) Eighty-seven  
 (D) Eighty-nine
85. At what time on Friday will Mr. Onawa's interview be on the air?  
 (A) At 7:00 A.M.  
 (B) At 9:00 A.M.  
 (C) At 6:00 P.M.  
 (D) At 8:00 P.M.
86. Who is Nathan East?  
 (A) An astronomer  
 (B) An environmentalist  
 (C) An urban planner  
 (D) A chemist
87. How does the speaker know Nathan East?  
 (A) She attended one of his previous talks.  
 (B) She assisted him on a research project.  
 (C) She dined with him in Tokyo.  
 (D) She was one of his students.
88. What does the speaker say about the audience?  
 (A) It has lost some key members.  
 (B) It has done some exciting research.  
 (C) It is quite small in number.  
 (D) They are globally recognized.



89. What is Gossip Central?  
(A) A magazine  
(B) A film  
(C) A radio show  
(D) A concert
90. Who is Sarah Polly?  
(A) A motivational speaker  
(B) An actor  
(C) A producer  
(D) A director
91. How long has Ms. Polly worked in her industry?  
(A) Five years  
(B) Ten years  
(C) Fifteen years  
(D) Twenty years
92. What kind of company is being advertised?  
(A) Shipping company  
(B) Renovation services  
(C) Auto repair shop  
(D) Food delivery
93. What has the company recently done?  
(A) Introduced new products  
(B) Opened a new store  
(C) Celebrated an anniversary  
(D) Founded a new company
94. What do customers receive this weekend only with the purchase of a service package?  
(A) A free oil change  
(B) Free estimates  
(C) Hourly service  
(D) A preferred customer card
95. Where did the meeting take place?  
(A) At a community college  
(B) At a local police division  
(C) At the courthouse  
(D) At a judge's residence
96. What was the subject of the gathering?  
(A) Building more public offices  
(B) Lowering the cost of health care  
(C) Reducing the number of police officers  
(D) Improving the safety of the community
97. Why were some people against the talks?  
(A) Innocent people may be arrested.  
(B) The number of jobs will decrease.  
(C) It will harm the community.  
(D) The program will be too costly.
98. What is being worked on?  
(A) The parking garage  
(B) The main entrance  
(C) The shuttle bus  
(D) The computer network
99. When is the parking garage available again?  
(A) Tuesday  
(B) Wednesday  
(C) Thursday  
(D) Friday
100. How does Ms. St. Pierre offer to help?  
(A) Give directions to the parking lot  
(B) Write a report outlining the repairs  
(C) Provide transportation for employees  
(D) Send staff to help repair the garage

This is the end of the Listening test.

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## Listening TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

## Part 1

**Directions:** For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

## Example

## Sample Answer



(A) (B) (C) (D)

Statement (C), "He is writing in a notebook," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

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## Part 2

**Directions:** You will hear a question or statement and three responses spoken in English. They will be spoken only one time and will not be printed in your test book. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

### Example

### Sample Answer

You will hear: Where did you buy your tie?

- A  B  C

You will also hear: (A) Next time we'll do better.  
(B) At the downtown shopping center.  
(C) We'll move to a new building soon.

The best response to the question "Where did you buy your tie?" is choice (B), "At the downtown shopping center," so (B) is the correct answer. You should mark answer (B) on your answer sheet.

11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
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36. Mark your answer on your answer sheet.
37. Mark your answer on your answer sheet.
38. Mark your answer on your answer sheet.
39. Mark your answer on your answer sheet.
40. Mark your answer on your answer sheet.

Part 3

**Directions:** You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will be spoken only one time and will not be printed in your test book.

41. Where are the speakers most likely?

- (A) At a shopping mall
- (B) At a convention center
- (C) At a local hotel
- (D) At a company warehouse

42. What will the woman give Mr. Dyson?

- (A) An information package
- (B) A guest list
- (C) A name tag
- (D) An operating manual

43. What does Mr. Dyson inquire about?

- (A) The name of the conference
- (B) The number of guests
- (C) The location of an event
- (D) The dates of the seminar

44. Who is the man speaking with?

- (A) A telephone operator
- (B) A hotel manager
- (C) A city tour guide
- (D) A company client

45. What is the man unsure of?

- (A) The name of his tour guide
- (B) The hotel's address
- (C) The name of the hotel
- (D) The date he will be visiting

46. What will the woman most likely do next?

- (A) Look for other local hotels
- (B) Check the hotel's facilities
- (C) Make a reservation
- (D) Connect the call



47. What did Allie bring?  
(A) Grilled vegetables  
(B) Sandwiches  
(C) Beef kebabs  
(D) Fruit
48. What does Jim compliment Allie on?  
(A) Her pretty living room  
(B) Her lovely attire  
(C) Her delicious food  
(D) Her kindness
49. What is Jim doing?  
(A) Grilling beef  
(B) Cutting up fruit  
(C) Preparing cocktail drinks  
(D) Making dessert
50. Where is Mario now?  
(A) At a client's office  
(B) At Kensington Market  
(C) At the post office  
(D) At the downtown office
51. What issue is Mario dealing with?  
(A) An office renovation  
(B) A new contract  
(C) A delivery mistake  
(D) A printing error
52. How does the woman suggest getting in contact with Mario?  
(A) By going downtown  
(B) By writing him an e-mail  
(C) By sending him a fax  
(D) By calling his mobile phone
53. What are the speakers talking about?  
(A) A mobile phone bill  
(B) A gas invoice  
(C) An electricity payment  
(D) A broken heating system
54. Why does the man want to make a call?  
(A) To request maintenance staff  
(B) To inquire about gas rates  
(C) To discuss setting up a new account  
(D) To ask for an additional invoice copy
55. What would the woman like the man to do?  
(A) Discuss with her what he finds out  
(B) Talk to the company about getting a discount  
(C) Help her with the cost of her gas bill  
(D) Ask for better customer service
56. What is the woman's problem?  
(A) She is late for an important meeting.  
(B) Her e-mail account is not working.  
(C) She misplaced an important file.  
(D) She wasn't able to finish the proposal.
57. What will the woman do at 1 o'clock tomorrow?  
(A) Talk to her supervisor  
(B) Host a presentation  
(C) Meet with a client  
(D) Contact the technical support team
58. What will Bill most likely do next?  
(A) Order some office supplies  
(B) Negotiate a new contract  
(C) Delay a meeting  
(D) Make a phone call

- 59. Why are the speakers going to Toronto?**
- To attend a conference
  - To go to a trade show
  - To take a vacation
  - To speak with some investors
- 60. How long will Sue stay in Toronto?**
- For one night
  - For two nights
  - For three nights
  - For four nights
- 61. What does Sue suggest the man do?**
- Go to the trade show on Thursday
  - Rest before the presentation
  - Speak with his travel agency
  - Make a reservation soon
- 62. What time are dinner reservations?**
- 7:45
  - 8:00
  - 8:15
  - 8:30
- 63. What does the man say about Frank?**
- He's away on vacation.
  - He's unable to make it.
  - He's meeting them for dinner.
  - He's working late.
- 64. Why will the woman come late to the meeting?**
- She has to wait for a delivery.
  - She has to park her car.
  - She has to make a phone call.
  - She has to finish her work.
- 65. Where does the woman work?**
- At a university
  - At a hospital
  - At a stationary store
  - At a recruiting firm
- 66. Who does the woman want to speak to?**
- Store manager
  - Sales representative
  - Vice-president
  - Secretary
- 67. What will the woman probably do?**
- Leave a message on Luke Newberry's phone
  - Complain to the store manager
  - Order the business cards somewhere else
  - Speak to another sales representative
- 68. Who most likely are the speakers?**
- Business partners
  - Contractors
  - Repair workers
  - Neighbors
- 69. What problem do Tim's neighbors have?**
- They have no electricity.
  - Their car was stolen.
  - Their air conditioner has stopped working.
  - Their house is on fire.
- 70. What needs to be repaired?**
- The driveway
  - The window
  - The power lines
  - The fireplace



#### Part 4

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

71. Who is the message most likely directed at?
- (A) Website designers
  - (B) Professional accountants
  - (C) Irish students
  - (D) Bank customers
72. What is inferred about the organization's employees?
- (A) They are currently on lunch break.
  - (B) They are attending to other customers.
  - (C) They are presently not working.
  - (D) They are working at another branch office.
73. What information can customers obtain from the website?
- (A) A list of new available products
  - (B) A list of company employees
  - (C) Cost of the company's products
  - (D) The branch location and address
74. What is the purpose of this radio announcement?
- (A) To inform people of a city event
  - (B) To advertise a new project
  - (C) To announce the closure of a park
  - (D) To arrange a city council conference
75. From when will St. Paul Street be closed to vehicles?
- (A) November 9
  - (B) November 10
  - (C) November 12
  - (D) Next weekend
76. What should people do if they have questions?
- (A) Send an e-mail to the mayor
  - (B) Fax the city council
  - (C) Call the tourism office
  - (D) E-mail their local police department

77. What type of event is being held?  
 (A) A sporting event  
 (B) A theatrical performance  
 (C) A concert  
 (D) An awards ceremony
78. What will guests be doing at next month's charity event?  
 (A) Listening to an orchestra  
 (B) Dancing  
 (C) Singing  
 (D) Making speeches
79. What will happen immediately after lunch?  
 (A) Award winners will be announced.  
 (B) A dance performance will take place.  
 (C) Speeches are scheduled to begin.  
 (D) Photographs will be taken.
80. What is suggested about Thompson's wristwatches?  
 (A) They are inexpensive.  
 (B) They are manufactured in China.  
 (C) They are stylish.  
 (D) They can be ordered online.
81. What gift is being offered?  
 (A) A set of pens  
 (B) A new pair of shoes  
 (C) A leather briefcase  
 (D) A pair of sunglasses
82. What should people do to receive a gift?  
 (A) Make a phone call  
 (B) Contact a store manager  
 (C) Visit the company website  
 (D) Write a letter
83. What is the announcement about?  
 (A) Vacant positions in a company  
 (B) A new financial report  
 (C) Hiring a new employee  
 (D) Ways to enhance global marketing
84. How long did Ms. Reynolds work at The Optic Group?  
 (A) 3 years  
 (B) 4 years  
 (C) 5 years  
 (D) 6 years
85. Where is the main office of Jones & Burwell Consulting?  
 (A) Madrid  
 (B) London  
 (C) Los Angeles  
 (D) Seattle
86. Why did the speaker leave a message?  
 (A) To give directions to a new restaurant  
 (B) To talk to her boss about the new clients  
 (C) To inform her colleagues that she will be late  
 (D) To tell her coworkers about a new contract
87. What was scheduled for one o'clock?  
 (A) A lunch meeting  
 (B) A musical performance  
 (C) A client's presentation  
 (D) A meeting among coworkers
88. Where is the speaker calling from?  
 (A) The office  
 (B) A restaurant  
 (C) Her home  
 (D) A hospital



89. What did the speaker decide at a young age?  
(A) What profession he wanted to work in  
(B) What university he wanted to attend  
(C) What city he wanted to live in  
(D) What kind of friends he liked
90. What did the speaker do at age twenty-five?  
(A) He taught politics at a university.  
(B) He became school president.  
(C) He met a famous politician.  
(D) He started playing sports.
91. How many regulations did the speaker introduce?  
(A) Twenty  
(B) Twenty-five  
(C) Thirty  
(D) Forty
92. Who most likely is the speaker addressing?  
(A) College professors  
(B) New employees  
(C) Technical support staff  
(D) Department managers
93. Why are not many employees taking courses?  
(A) They believe that they are too expensive.  
(B) They think that the courses are boring.  
(C) They see no advantages in taking them.  
(D) They are unaware that the courses are offered.
94. What has the speaker suggested the company do?  
(A) Hold the courses in the company offices  
(B) Make the classes mandatory for all staff  
(C) Hire more professional staff  
(D) Implement a technical support team
95. Who most likely is the speaker?  
(A) A travel agent  
(B) A hotel clerk  
(C) An airline pilot  
(D) A sales representative
96. What city has been added to Barbara's itinerary?  
(A) Calgary  
(B) Honolulu  
(C) Los Angeles  
(D) Chicago
97. Why would the speaker like Barbara to contact him?  
(A) To discuss the difference in the ticket price  
(B) To arrange transportation to the airport  
(C) To confirm the location of a meeting  
(D) To talk about a hotel booking
98. Where most likely is the talk taking place?  
(A) In a hotel lobby  
(B) In a convention hall  
(C) In a manufacturing facility  
(D) In a radio studio
99. What topic is Ms. Dupont speaking about?  
(A) Healthy lifestyle  
(B) Training doctors  
(C) Traveling in France  
(D) Presentation skills
100. What has Ms. Dupont been invited to do?  
(A) Write a medical journal article  
(B) Design a new training program  
(C) Join a medical professional group  
(D) Open her own practice

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This is the end of the Listening test.

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## Listening TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

## Part 1

**Directions:** For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

## Example

## Sample Answer



(A) (B) (C) (D)

Statement (C), "He is writing in a notebook," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

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## Part 2

**Directions:** You will hear a question or statement and three responses spoken in English. They will be spoken only one time and will not be printed in your test book. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

### Example

You will hear: Where did you buy your tie?

### Sample Answer

- A    B    C

You will also hear:  
(A) Next time we'll do better.  
(B) At the downtown shopping center.  
(C) We'll move to a new building soon.

The best response to the question "Where did you buy your tie?" is choice (B), "At the downtown shopping center," so (B) is the correct answer. You should mark answer (B) on your answer sheet.

11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
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37. Mark your answer on your answer sheet.
38. Mark your answer on your answer sheet.
39. Mark your answer on your answer sheet.
40. Mark your answer on your answer sheet.

### Part 3

**Directions:** You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will be spoken only one time and will not be printed in your test book.

41. Why is the woman going to the cell phone store?  
(A) To purchase a new phone  
(B) To call New York  
(C) To buy a phone battery  
(D) To have her phone fixed
42. How will the woman get to New York?  
(A) By plane  
(B) By company car  
(C) By bus  
(D) By train
43. What does the man suggest the woman do?  
(A) Visit clients in New York  
(B) Create an expense account  
(C) Keep a copy of her bills  
(D) Attend a conference
44. Where does this conversation probably take place?  
(A) At a receptionist's desk  
(B) In a manufacturing plant  
(C) At a technology exhibit  
(D) In an electronics store
45. What floor is Mr. Kline's office on?  
(A) Third  
(B) Fourth  
(C) Fifth  
(D) Sixth
46. Why does the man want to meet with Mr. Kline?  
(A) He would like to purchase a product.  
(B) He wants to implement new training programs.  
(C) He is looking for a job.  
(D) He wants to sell some merchandise.



47. Where most likely does this conversation take place?  
(A) At an office building  
(B) At a restaurant  
(C) At a furniture store  
(D) At a vegetable market
48. Why was the woman worried?  
(A) The coffee pot was broken.  
(B) The employees were complaining.  
(C) They had too many customers.  
(D) There was not enough bread.
49. What will the man probably do next?  
(A) Help a customer  
(B) Slice some bread  
(C) Move a few tables  
(D) Arrange a meeting
50. What are the speakers talking about?  
(A) Where they will get married  
(B) What they will do in the evening  
(C) Who they will invite to the party  
(D) How they will get to the hotel
51. Who is the celebration for?  
(A) Judi's parents  
(B) A colleague  
(C) Barry's friend  
(D) A local caterer
52. What will Judi most likely do next?  
(A) Visit her parents  
(B) Make a dinner reservation  
(C) Contact her clients  
(D) Drive to the lake
53. When did the man receive the shirt?  
(A) Yesterday  
(B) Two days ago  
(C) A week ago  
(D) Two weeks ago
54. What is inferred about the shirt?  
(A) It isn't the right size.  
(B) It is very expensive.  
(C) It has a defect.  
(D) It is a popular color.
55. What does the woman ask the man for?  
(A) His phone number  
(B) The original bill  
(C) A copy of his invoice  
(D) The shipment date
56. What are the speakers discussing?  
(A) The delivery of some papers  
(B) Hiring a new assistant  
(C) Misaddressed envelopes  
(D) A company's sales report
57. Who is Ms. Green?  
(A) A mailroom employee  
(B) A sales representative  
(C) A secretary of Ms. Lighten's  
(D) A postal worker
58. What will the man most likely do next?  
(A) Ship a couple of packages  
(B) Order some file folders  
(C) Deliver the packages to Ms. Lighten  
(D) E-mail Ms. Lighten the files

59. Where is the file?  
 (A) On a desk  
 (B) In a meeting room  
 (C) In a filing cabinet  
 (D) In the sales office
60. What specific files does the man wish to see?  
 (A) New product listings  
 (B) Sales staff performance results  
 (C) The boardroom layout  
 (D) The company's assets
61. What does the woman suggest?  
 (A) Meet Jack in the boardroom  
 (B) Call a meeting with the staff  
 (C) Create sales training courses  
 (D) Discount the company's products
62. Where does the woman work?  
 (A) A financial institution  
 (B) An Internet provider  
 (C) A shipping company  
 (D) A marketing company
63. What is the purpose of the man's call?  
 (A) To ask for the company's services  
 (B) To cancel a business meeting  
 (C) To request a job interview  
 (D) To promote a new product
64. What does the woman request?  
 (A) The company's account numbers  
 (B) The name of the man's firm  
 (C) The company's location  
 (D) The name of the financial institution
65. Who most likely is the woman?  
 (A) A contractor  
 (B) A designer  
 (C) A company owner  
 (D) An event planner
66. Why were the renovations delayed?  
 (A) Some supplies were delivered late.  
 (B) The office building was locked.  
 (C) The shipping company closed.  
 (D) The team was busy with another project.
67. What does the woman expect to do in October?  
 (A) Hire a new team  
 (B) Open the offices  
 (C) Plan a party  
 (D) Receive the supplies
68. What are the speakers talking about?  
 (A) The location of a business trip  
 (B) The results of a marketing survey  
 (C) An employee's attendance at a conference  
 (D) Notes from a recent convention
69. Where is Josh?  
 (A) In his office  
 (B) On vacation  
 (C) In a restaurant  
 (D) In a meeting
70. What does the woman say she will do?  
 (A) Reschedule the conference  
 (B) Go over the reports with Josh  
 (C) Meet Josh at the airport  
 (D) Have a coworker update Josh



#### Part 4

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

**71. What is the purpose of the message?**

- (A) To request some information
- (B) To report a mistake
- (C) To arrange a meeting
- (D) To deliver an item

**72. What probably happened to Kelly Sanders?**

- (A) She lost her records.
- (B) She didn't contact her doctor.
- (C) She took blood tests.
- (D) She missed her appointment.

**73. What is the caller waiting for?**

- (A) Hospital forms
- (B) Test results
- (C) A payment invoice
- (D) A medical prescription

**74. Who most likely is the speaker?**

- (A) A tour guide
- (B) A construction worker
- (C) An interior designer
- (D) A gift shop attendant

**75. How does the master bedroom differ from the other rooms?**

- (A) It was decorated first.
- (B) It is much bigger than the others.
- (C) It looks more modern.
- (D) It has more furniture.

**76. What was the cause of the delay in the design of the room?**

- (A) Mr. Jenkins was depressed.
- (B) Mr. Jenkins was starting a new business.
- (C) Mr. Jenkins was lacking money.
- (D) Mr. Jenkins was on vacation.

77. What does the speaker say about Beauty First products?
- They heal irritated skin.
  - They are not harmful.
  - They contain chemicals.
  - They are expensive.
78. What item was Andrea Vector previously experienced in?
- IT products
  - Clothing
  - Make-up
  - Hair products
79. What will Andrea Vector discuss?
- Instructions for using her products
  - The advantages of skin care
  - Promotional campaigns
  - The creation of a beauty product
80. What service does the company provide?
- Web design
  - Home construction
  - Cleaning services
  - Interior design
81. What is the advantage in choosing Design Depot?
- Competitive prices
  - Unique products
  - Free home delivery
  - Prompt consultation
82. How can customers meet with a designer?
- By calling a number
  - By visiting the store
  - By filling out a form
  - By sending a fax
83. Where most likely is the announcement being made?
- At a radio station
  - At a concert hall
  - At a film studio
  - At a conference center
84. Why is the audience told not to take pictures?
- The show is being recorded.
  - The performance is being photographed.
  - The show is being broadcast live.
  - The lights are too dim.
85. According to the announcement, what is the audience asked to do?
- Stand in line
  - Present their tickets
  - Turn off cell phones
  - Remain seated
86. Who is this announcement intended for?
- Meteorologists
  - Pedestrians
  - Car drivers
  - Road construction workers
87. What has caused the change in the type of precipitation?
- Cloudy skies
  - Water waste
  - Air pollution
  - Lower temperatures
88. What does the report suggest?
- Drive on main roads
  - Stay home
  - Remain in public areas
  - Use public transportation



89. Why is Jesse planning to celebrate?
- (A) She will complete a project.
  - (B) She is opening a new restaurant.
  - (C) She received a promotion.
  - (D) She is going on a trip to Italy.
90. What is Jesse unsure about?
- (A) Who she will invite to dinner
  - (B) Which restaurant they will go to
  - (C) What time they will eat dinner
  - (D) Where they should meet
91. What will Jesse and her group probably do afterwards?
- (A) Go for drinks
  - (B) Plan the report
  - (C) Go shopping
  - (D) Reserve a table
92. What is the subject of the news report?
- (A) A national park
  - (B) A local zoo
  - (C) Commercial products
  - (D) Landscaping land
93. According to the speaker, what does Algonquin National Park have?
- (A) Unique rock formations
  - (B) A lot of different animals
  - (C) Unusual potted plants
  - (D) Beautiful waterfalls
94. What do some people expect will happen?
- (A) The wildlife will relocate.
  - (B) It will increase local business.
  - (C) New homes will be built.
  - (D) They will change their minds.
95. Why did Mr. Lee contact Ms. Blayer?
- (A) To obtain some information
  - (B) To cancel a presenter
  - (C) To invite her to an event
  - (D) To order a projector
96. What did Mr. Lee suggest about the event?
- (A) He has cancelled the guest speaker.
  - (B) He can arrange a larger location.
  - (C) He will not be able to attend.
  - (D) He cannot set up the equipment.
97. What had Ms. Blayer requested?
- (A) A bottle of water
  - (B) A computer
  - (C) A new presenter
  - (D) A projector
98. What did the survey show?
- (A) More people are watching television.
  - (B) Viewers enjoy commercials.
  - (C) People are staying longer at the office.
  - (D) The number of programs is decreasing.
99. What does the speaker suggest is the reason for the change?
- (A) The ratings have continued to increase.
  - (B) More people have joined the workforce.
  - (C) Viewers have become more social.
  - (D) The number of programs has increased.
100. According to the speaker, what have some companies lowered?
- (A) The number of programs aired
  - (B) The number of company employees
  - (C) The number of advertisements shown
  - (D) The number of networks

This is the end of the Listening test.

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## Listening TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

## Part 1

**Directions:** For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

## Example



## Sample Answer

- (A) (B) (C) (D)

Statement (C), "He is writing in a notebook," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

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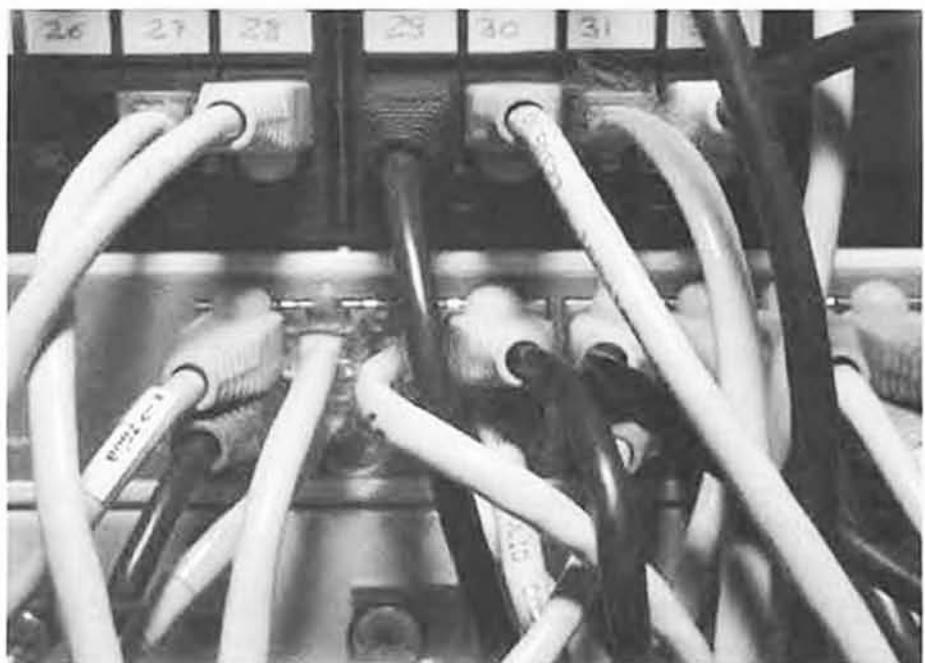


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## Part 2

**Directions:** You will hear a question or statement and three responses spoken in English. They will be spoken only one time and will not be printed in your test book. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

### Example

You will hear: Where did you buy your tie?

### Sample Answer

A    B    C

You will also hear: (A) Next time we'll do better.

(B) At the downtown shopping center.

(C) We'll move to a new building soon.

The best response to the question "Where did you buy your tie?" is choice (B), "At the downtown shopping center," so (B) is the correct answer. You should mark answer (B) on your answer sheet.

11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
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35. Mark your answer on your answer sheet.
36. Mark your answer on your answer sheet.
37. Mark your answer on your answer sheet.
38. Mark your answer on your answer sheet.
39. Mark your answer on your answer sheet.
40. Mark your answer on your answer sheet.

### Part 3

**Directions:** You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will be spoken only one time and will not be printed in your test book.

41. Who is the man buying for?  
(A) His children  
(B) A close friend  
(C) His cousin  
(D) A coworker
42. What time does the store open on Saturdays?  
(A) Eight o'clock  
(B) Nine o'clock  
(C) Eleven o'clock  
(D) Twelve o'clock
43. What would the customer like the salesperson to do?  
(A) Provide a discount  
(B) Put aside an item at the store  
(C) Open the store earlier  
(D) Exchange an item
44. Where most likely are the speakers?  
(A) In a museum  
(B) At an auditorium box office  
(C) At a store checkout  
(D) In a shopping mall
45. What is the purpose of the man's visit?  
(A) To buy tickets to a performance  
(B) To return an unwanted item  
(C) To purchase an airline ticket  
(D) To invite a friend to a concert
46. What section did the man originally want?  
(A) Section A  
(B) Section B  
(C) Section C  
(D) Section D



47. What will the man do for the woman?
- (A) Meet a new client
  - (B) Send some files
  - (C) Speak with Sam
  - (D) Find an e-mail address
48. What does the woman have to do with the new clients?
- (A) She must send them an e-mail.
  - (B) She must send them a file.
  - (C) She must sign a new contract.
  - (D) She must set up a meeting.
49. What does the man say about the new company policy?
- (A) A director must attend a new client meeting.
  - (B) E-mail addresses must be listed on the contact sheet.
  - (C) Supervisors must be introduced to new clients.
  - (D) Files must be sent by e-mail to a supervisor.
- 
50. Why is the woman going to New York?
- (A) To give a presentation
  - (B) To meet with a client
  - (C) To visit the sights
  - (D) To attend a business conference
51. What time will the woman arrive at the station?
- (A) At 3 o'clock
  - (B) At 4 o'clock
  - (C) At 5 o'clock
  - (D) At 6 o'clock
52. What will the woman do while she is waiting?
- (A) Eat dinner
  - (B) Review her notes
  - (C) Schedule a meeting
  - (D) Work on a presentation
53. What will probably happen in the afternoon?
- (A) The finance department will be working late.
  - (B) The computer network will shut down.
  - (C) The financial reports will be distributed to employees.
  - (D) An important meeting will be held.
54. What did the woman do last month?
- (A) Attended a social function
  - (B) Worked on a computer virus
  - (C) Hired a new director
  - (D) Installed new locks
55. What does the woman suggest the man do?
- (A) Manage the clients more politely
  - (B) Get help to complete the reports
  - (C) Work in her office to complete the report
  - (D) Submit the reports to the board
- 
56. What are the speakers discussing?
- (A) Submitting a budget report
  - (B) Completing financial statements
  - (C) Arranging a business trip to New York
  - (D) Working overtime
57. What does the woman say about the finance department?
- (A) They haven't returned her calls.
  - (B) They haven't completed the work.
  - (C) They aren't working very hard.
  - (D) The director was on a business trip.
58. What will the woman probably do next?
- (A) She will contact someone in New York.
  - (B) She will tell the director to cancel the meeting.
  - (C) She will tell finance to change their work plan.
  - (D) She will move to another department.

- 59. Where will the convention be held?**
- (A) Singapore
  - (B) Chicago
  - (C) Toronto
  - (D) Miami
- 60. What does the man say about Singapore?**
- (A) He went there on his last vacation.
  - (B) There are many places to visit.
  - (C) The airfare is expensive.
  - (D) Tickets are not available.
- 61. According to the man, what difficulty do many people experience in Singapore?**
- (A) Weather conditions
  - (B) Accommodation
  - (C) Transportation
  - (D) Language barriers
- 62. What are the speakers talking about?**
- (A) Where to buy a computer
  - (B) When to access the computer network
  - (C) Where to store computer files
  - (D) How to receive electronic documents
- 63. What does the man suggest they do?**
- (A) Call an external IT firm
  - (B) Hire a new IT technical assistant
  - (C) Reduce the number of files stored
  - (D) Upgrade the computer network
- 64. What department will most likely help the man?**
- (A) Human resources
  - (B) Accounting
  - (C) Marketing
  - (D) Information technology
- 65. What are the speakers talking about?**
- (A) Changing a conference date
  - (B) A place to host a convention
  - (C) Meetings with clients
  - (D) Plans for a conference
- 66. What is the man currently working on?**
- (A) Contacting the conference presenters
  - (B) Finishing reports for the convention
  - (C) Confirming the number of guests
  - (D) Deciding the location of the convention
- 67. Why is the woman concerned?**
- (A) They have not invited enough guests.
  - (B) The list cannot be found.
  - (C) They will not have enough time to prepare.
  - (D) The conference schedule has changed.
- 68. Where do the speakers most likely work?**
- (A) An office supplies store
  - (B) A consulting firm
  - (C) An IT company
  - (D) A publishing company
- 69. What does the man intend to finish by next Tuesday?**
- (A) Install some software
  - (B) Create a network
  - (C) Register some complaints
  - (D) Purchase some equipment
- 70. What is the woman's problem?**
- (A) She can't access the website.
  - (B) She has many meetings to attend.
  - (C) She doesn't know how to install the program.
  - (D) She lost the Internet company's contact number.



#### Part 4

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

71. What is being advertised?  
(A) Digital cameras  
(B) Professional photography  
(C) Holiday movies  
(D) Electronics exhibition
72. What group does the advertisement focus on?  
(A) Families  
(B) Professional photographers  
(C) Office workers  
(D) Students
73. Where is Gibby's Electronics located?  
(A) On the highway  
(B) In the electronics district  
(C) Downtown  
(D) Next to the market
74. What should the customer do to set up an Internet connection?  
(A) Press two on the telephone  
(B) Press nine on the telephone  
(C) Visit the website  
(D) Visit a store location
75. How long will Zodiac coupons be available on the website?  
(A) Only today  
(B) For the next two weeks  
(C) For six months  
(D) Until December
76. Where can the customer use Zodiac coupons?  
(A) On the website  
(B) At a Zodiac store  
(C) At any electronics store  
(D) At the customer service center

77. What is this seminar about?  
(A) Increasing overseas business  
(B) Improving customer relations  
(C) Creating a new department  
(D) Developing a company website
78. What should employees do after reading the company policies?  
(A) Discuss the policies  
(B) Write the policies down on paper  
(C) Correct the grammatical errors  
(D) Share their ideas with the group
79. Where does this talk take place?  
(A) At a training session  
(B) At a restaurant  
(C) At a job interview  
(D) On a website
80. To whom is the speaker addressing?  
(A) Real estate agents  
(B) Investors  
(C) Apartment tenants  
(D) Office workers
81. What does the speaker say about the offices?  
(A) They are completely furnished.  
(B) They each have balconies.  
(C) Most of them have already rented.  
(D) They have a popular and common design.
82. What will the group do after the tour?  
(A) Finish the construction  
(B) Have lunch  
(C) Attend a speech  
(D) Fill out a form
83. What is needed at the time of installation?  
(A) Photo identification  
(B) Payment  
(C) An order package  
(D) A technical assistant
84. Approximately how long does the installation process take?  
(A) Twenty-five minutes  
(B) Half an hour  
(C) One hour  
(D) Two hours
85. What happens if you are not present for the installation?  
(A) You are not permitted to enter the home.  
(B) You must make another appointment.  
(C) You must cancel your subscription.  
(D) You must register online.
86. What is Dr. Robertson's profession?  
(A) She is a motivational speaker.  
(B) She is an international financial analyst.  
(C) She is an environmental researcher.  
(D) She works for an electricity provider.
87. What will Dr. Robertson talk about?  
(A) Her research group's need for financing  
(B) The best methods for conducting group research  
(C) The benefits of international research collaboration  
(D) Ways to reduce the harmful effects on the environment
88. What will happen after the speech?  
(A) Participants will eat lunch.  
(B) Delegates will write a report.  
(C) Questions can be asked.  
(D) Dr. Robertson will sign autographs.



89. What is the reason for the call?  
(A) To confirm the customer's address  
(B) To notify the customer of an order problem  
(C) To receive payment for the purchase  
(D) To purchase office equipment
90. What does the caller offer Mr. Underwood?  
(A) To deliver the equipment herself  
(B) To let him use a comparable printer  
(C) To provide him with additional software  
(D) To give him a discount on his order
91. What will be delivered to Mr. Underwood on Thursday?  
(A) General office supplies  
(B) Computers  
(C) Printer cables  
(D) A computer networking system
92. What is the purpose of this speech?  
(A) To introduce the presenters  
(B) To invite guests to dinner  
(C) To cancel future performances  
(D) To celebrate an opening ceremony
93. How many performances are scheduled over the next few months?  
(A) Five  
(B) Six  
(C) Eight  
(D) Ten
94. What can audience members do during the break?  
(A) Take photos  
(B) Use their cell phones  
(C) Meet the performers  
(D) Have a drink
95. What is the purpose of the meeting?  
(A) To talk about new client accounts  
(B) To announce a new finance policy  
(C) To introduce new employees  
(D) To speak about overspending
96. What is part-time staff expected to receive?  
(A) Cash bonus  
(B) Less responsibility  
(C) More work hours  
(D) Credit cards
97. When should employees contact HR?  
(A) By the end of this week  
(B) The beginning of next week  
(C) By the end of the month  
(D) The beginning of next month
- 
98. What is Irene phoning about?  
(A) A test result  
(B) A request for blood donations  
(C) A job opportunity  
(D) An upcoming appointment
99. What should Jemma bring with her to the appointment?  
(A) A credit card  
(B) The results of her tests  
(C) Her health card  
(D) A photo of her family
100. When will Jemma find out about her test results?  
(A) Tomorrow  
(B) Within a week  
(C) Within two weeks  
(D) Within a month

This is the end of the Listening test.

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## Listening TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

## Part 1

**Directions:** For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

## Example



## Sample Answer

- (A) (B) (C) (D)

Statement (C), "He is writing in a notebook," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

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## Part 2

**Directions:** You will hear a question or statement and three responses spoken in English. They will be spoken only one time and will not be printed in your test book. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

### Example

You will hear: Where did you buy your tie?

### Sample Answer

A  B  C

You will also hear:  
(A) Next time we'll do better.  
(B) At the downtown shopping center.  
(C) We'll move to a new building soon.

The best response to the question "Where did you buy your tie?" is choice (B), "At the downtown shopping center," so (B) is the correct answer. You should mark answer (B) on your answer sheet.

11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
16. Mark your answer on your answer sheet.
17. Mark your answer on your answer sheet.
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40. Mark your answer on your answer sheet.

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Part 3

**Directions:** You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will be spoken only one time and will not be printed in your test book.

41. Why has the man not purchased his ticket yet?  
(A) He's waiting to schedule a meeting.  
(B) The trains are under repair.  
(C) The tickets are sold out.  
(D) Some routes have been cancelled.
42. When does the woman suggest the man go?  
(A) Sunday  
(B) Monday  
(C) Tuesday  
(D) Wednesday
43. What is the man planning to do on Monday?  
(A) Fly to Denver  
(B) Attend a training program  
(C) Go on a holiday  
(D) Have a meeting
44. What are the speakers talking about?  
(A) Making a presentation  
(B) Going out socially  
(C) Getting a discount at the cafeteria  
(D) Preparing appetizers
45. What did the man do yesterday afternoon?  
(A) Worked on a presentation  
(B) Had a meeting with some clients  
(C) Went out with some coworkers  
(D) Attended a company luncheon
46. When will the speakers meet?  
(A) 6:00  
(B) 6:30  
(C) 7:00  
(D) 7:30



47. Where are the speakers?
- (A) At a presentation
  - (B) In an office building
  - (C) At a financial institution
  - (D) In a post office
48. What does the woman suggest they do?
- (A) Stay and wait in line
  - (B) Postpone the presentation
  - (C) Call the director
  - (D) Return again later
49. What is the woman concerned about?
- (A) If a report she asked for is ready
  - (B) Where the meeting will be held
  - (C) If the meeting room is too small
  - (D) What time the presentation will begin
50. What will most likely happen on Wednesday?
- (A) The man will go home early.
  - (B) The man will be interviewed by Mr. Franklin.
  - (C) The man will read an accounting book.
  - (D) The man will change departments.
51. What does the woman suggest the man do?
- (A) Go home early to prepare for a meeting
  - (B) Visit the accounting department
  - (C) Buy Mr. Franklin breakfast
  - (D) Attend a training session
52. What will the woman probably do next?
- (A) Interview an applicant
  - (B) Speak with Mr. Franklin
  - (C) Visit the accounting department
  - (D) Give the man a book for reference
53. What does the woman want to do?
- (A) Go to Chicago
  - (B) Leave early
  - (C) Work late
  - (D) Arrive early tomorrow
54. What does the man say about Trevor?
- (A) He can help with the report.
  - (B) He will contact the client in Chicago.
  - (C) He will arrive late tomorrow morning.
  - (D) He can answer the phone.
55. What did the man do today?
- (A) Finished the report
  - (B) Spoke with his client
  - (C) Contacted Trevor
  - (D) Visited Chicago
56. Where did Adam stay in Las Vegas?
- (A) In a hotel
  - (B) His cousin's house
  - (C) In an express bus
  - (D) In a small inn
57. When did the woman go to Las Vegas?
- (A) Last week
  - (B) Last month
  - (C) Six months ago
  - (D) Two years ago
58. How did Adam mostly spend his vacation?
- (A) Fishing
  - (B) Gambling
  - (C) Visiting his parents
  - (D) Relaxing at home

59. Why are drinks not included with lunch anymore?  
(A) They lost one of their main suppliers.  
(B) There is a coffee shop nearby.  
(C) Not many people drink coffee.  
(D) The company is trying to save money.
60. What is the man's concern?  
(A) Going to a nearby cafe  
(B) Looking for a new job  
(C) Paying for a drink  
(D) Sending in a complaint
61. Why does the woman recommend the coffee shop?  
(A) Her friend owns the shop.  
(B) The company pays for the bill.  
(C) The coffee tastes fresh.  
(D) They offer discount cards.
62. What are the speakers talking about?  
(A) A shipment  
(B) A document  
(C) Home furnishings  
(D) A colleague
63. Why is Grace Cameron unavailable?  
(A) She isn't in the office today.  
(B) She is on vacation.  
(C) She is in a meeting.  
(D) She is away at lunch.
64. What does the woman offer to do?  
(A) E-mail it to Grace  
(B) Fax it to her boss  
(C) Sign the form  
(D) Make a copy
65. How did the man learn about the positions?  
(A) His friend is in the HR department.  
(B) He saw an ad in the paper.  
(C) He was searching their website.  
(D) He contacted the marketing division.
66. Why would the man like to work in marketing?  
(A) He can make a lot of money.  
(B) He has a friend in that division.  
(C) It involves a lot of training.  
(D) He has experience in that field.
67. What will the man probably do next?  
(A) Visit another company  
(B) Write out his résumé  
(C) Wait for an interview  
(D) Contact the marketing division
68. Who most likely is the man?  
(A) A park supervisor  
(B) A real estate agent  
(C) A financial analyst  
(D) An office receptionist
69. Why would the woman like to rush the purchase?  
(A) She is interested in joining the team.  
(B) Her office building is expensive.  
(C) Her company is launching an advertising campaign soon.  
(D) She would like to be closer to home.
70. What will determine the selling price?  
(A) The number of people interested in the space  
(B) Whether or not the seller is willing to sell  
(C) If the building passes the inspection  
(D) The location of the office tower



#### Part 4

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

- 71. Where is the speaker?**
- (A) In a medical clinic
  - (B) In an insurance office
  - (C) At school
  - (D) In a sports equipment store
- 72. What information should be included on the form?**
- (A) Height and weight
  - (B) Blood pressure reading
  - (C) Medications being taken
  - (D) Home address
- 73. What will happen after the form has been filled out?**
- (A) The bill must be paid in full.
  - (B) Laboratory tests will be run.
  - (C) Blood pressure and temperature will be taken.
  - (D) The doctor will prescribe new medication.
- 74. Where does the speaker probably work?**
- (A) Computer repair shop
  - (B) Internet cafe
  - (C) Software manufacturing plant
  - (D) Auto repair shop
- 75. When was the computer originally scheduled to be delivered?**
- (A) Yesterday
  - (B) Two days ago
  - (C) Today
  - (D) Last week
- 76. What time will the business open tomorrow?**
- (A) At 6 a.m.
  - (B) At 7 a.m.
  - (C) At 8 a.m.
  - (D) At 9 a.m.

77. Where should the participants go first?  
(A) To the front desk  
(B) To the group luncheon  
(C) To the video screening  
(D) To Wentworth Auditorium
78. Where is the guest speaker schedule posted?  
(A) In the front foyer  
(B) Outside the conference hall  
(C) At the reception desk  
(D) In auditorium
79. What will the participants do after lunch?  
(A) There will be a surprise guest speaker.  
(B) The opening speeches will be given.  
(C) A short video will be screened.  
(D) A financial paper will be presented.
80. When will the renovations start?  
(A) In two weeks  
(B) In November  
(C) At the beginning of next month  
(D) In March
81. What are the employees asked to do?  
(A) Contact the design department  
(B) Provide suggestions  
(C) Clear out their desks  
(D) Inform their colleagues
82. What does the speaker wish to talk about at the next meeting?  
(A) When to begin the renovations  
(B) How they will budget for the renovations  
(C) What new departments to create  
(D) Whose suggestions will be included
83. Who is listening to this announcement?  
(A) Workers in a plant  
(B) Visitors to a seminar  
(C) Internet providers  
(D) Software salesmen
84. What does the speaker say about the products?  
(A) They were more expensive, a long time ago.  
(B) They have helped millions of people.  
(C) They used to be sold only in a small number of stores.  
(D) They have always been available online.
85. What is being advertised?  
(A) New model of computer  
(B) Computer training program  
(C) Web pages  
(D) New computer shop
86. When will the trade show finish?  
(A) September 15th  
(B) September 16th  
(C) September 17th  
(D) September 18th
87. What will be displayed in the show?  
(A) Rare art  
(B) Medical equipment  
(C) Food and wine  
(D) Office furniture
88. How will this event help Chicago?  
(A) The air pollution in the city will decrease.  
(B) Tourism to the city will increase.  
(C) Organizers are making a donation.  
(D) Visitors will tell their friends to visit Chicago.



89. Who is Martino Lopez?  
(A) A university student  
(B) A business executive  
(C) A columnist  
(D) A radio talk show host
90. How might people know Martino Lopez?  
(A) He has written books.  
(B) He has a popular name.  
(C) He works for a famous company.  
(D) He has appeared on the show before.
91. Where did Mr. Lopez teach?  
(A) In England  
(B) In the northwest  
(C) In Columbia  
(D) In New York
92. What is the purpose of this announcement?  
(A) To welcome guests to this year's charity dinner  
(B) To announce the winner of the raffle  
(C) To thank guests for their contributions  
(D) To raise awareness about cancer research
93. When will the promoters thank the guests?  
(A) Before dinner  
(B) Before the dance  
(C) Just before dessert  
(D) After dinner
94. How will this money most likely be spent?  
(A) To support cancer research projects  
(B) To found a scholarship for students  
(C) To build new office buildings  
(D) To cover event's marketing costs
95. What will the city mayor announce?  
(A) The number of new employees  
(B) Building the city's new bridge  
(C) The location of a new bridge  
(D) Renovating old bridges
96. What benefits will the bridge bring?  
(A) Add to the city skyline  
(B) Reduce the number of Hampton residents  
(C) Provide the mayor with exposure to the media  
(D) Ease the traffic from east to west
97. When is construction for the bridge scheduled to start?  
(A) This summer  
(B) At the end of this year  
(C) At the beginning of next year  
(D) Next spring
98. Where most likely is this announcement taking place?  
(A) At the customs office  
(B) In an airport  
(C) In a restaurant  
(D) In a travel agency
99. What is the reason for the flight's delay?  
(A) Bad weather conditions  
(B) Power failure  
(C) Mechanical problem  
(D) Employee strike
100. What are passengers asked to do?  
(A) Listen for further announcements  
(B) Check into the nearest hotel  
(C) Purchase drinks in the lounge  
(D) Help the engineering team

This is the end of the Listening test.



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## Listening TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

## Part 1

**Directions:** For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

## Example

## Sample Answer



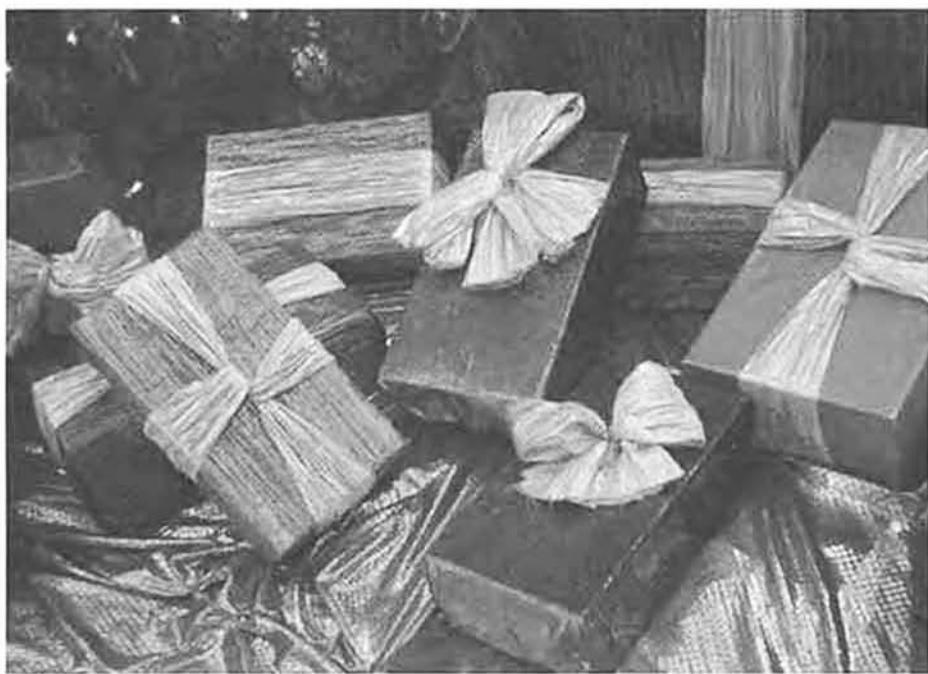
(A) (B) (C) (D)

Statement (C), "He is writing in a notebook," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

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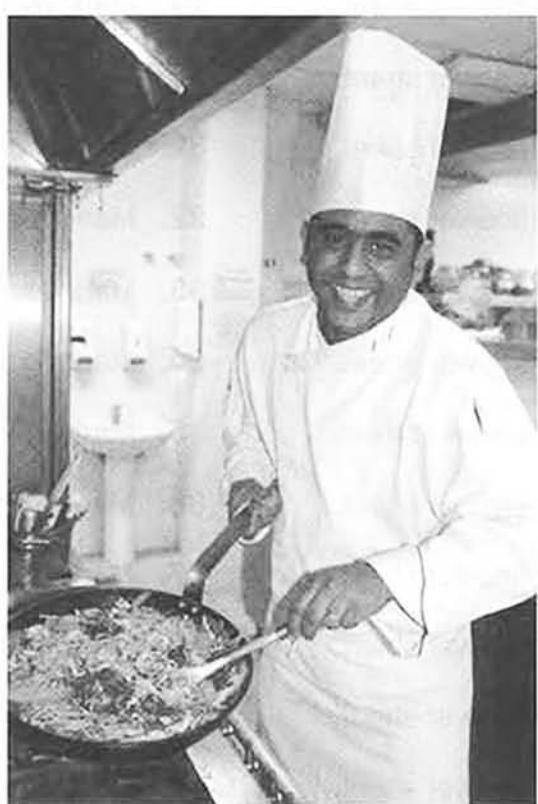


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## Part 2

**Directions:** You will hear a question or statement and three responses spoken in English. They will be spoken only one time and will not be printed in your test book. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

### Example

### Sample Answer

You will hear: Where did you buy your tie?

A  B  C

You will also hear: (A) Next time we'll do better.  
(B) At the downtown shopping center.  
(C) We'll move to a new building soon.

The best response to the question "Where did you buy your tie?" is choice (B), "At the downtown shopping center," so (B) is the correct answer. You should mark answer (B) on your answer sheet.

11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
16. Mark your answer on your answer sheet.
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33. Mark your answer on your answer sheet.
34. Mark your answer on your answer sheet.
35. Mark your answer on your answer sheet.
36. Mark your answer on your answer sheet.
37. Mark your answer on your answer sheet.
38. Mark your answer on your answer sheet.
39. Mark your answer on your answer sheet.
40. Mark your answer on your answer sheet.

### Part 3

**Directions:** You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will be spoken only one time and will not be printed in your test book.

41. What would the woman like?

- (A) Some water
- (B) Some dessert
- (C) Her bill
- (D) A glass of wine

42. What does the man offer to do?

- (A) To bring her some water
- (B) To speak with his manager
- (C) To get her bill
- (D) To find her waiter

43. How long has the woman been waiting?

- (A) For 5 minutes
- (B) For 10 minutes
- (C) For 15 minutes
- (D) For 20 minutes

44. How did the man get to Montreal last year?

- (A) By bus
- (B) By plane
- (C) By car
- (D) By train

45. Why does the woman agree to drive to Montreal?

- (A) Driving is faster.
- (B) It will be less expensive.
- (C) She doesn't like to fly.
- (D) There aren't any tickets available.

46. What does the man ask of the woman?

- (A) To find a hotel
- (B) To contact two people
- (C) To reserve tickets
- (D) To pay for gas



47. What are the speakers talking about?  
(A) Going shopping  
(B) Dinner plans  
(C) Their friends  
(D) A new store
48. What does the woman like about the bakery's bread?  
(A) Taste  
(B) Freshness  
(C) Ingredients  
(D) Size
49. What will the woman probably do next?  
(A) Order takeout food  
(B) Call her boss  
(C) Go to the supermarket  
(D) Prepare some side dishes
50. What is the woman planning to do?  
(A) Rent an office space  
(B) Purchase an office space  
(C) Purchase office supplies  
(D) Open a real estate account
51. What does the woman say about purchasing?  
(A) It will damage her credit rating.  
(B) It will cost too much money.  
(C) It is not an efficient use of money.  
(D) It is a way for her to make money.
52. What feature does the woman want the space to have?  
(A) A view of the river  
(B) Proximity to the elevators  
(C) Less than 800 square feet  
(D) Large windows
53. What is the man working on?  
(A) The contract with the new partners  
(B) The staff directory and phone listing  
(C) The business trip expense report  
(D) The company's financial data
54. Where will the woman be on Wednesday?  
(A) In her office  
(B) At home  
(C) On a business trip  
(D) At an employee orientation
55. When will the woman help the man?  
(A) Tuesday  
(B) Wednesday  
(C) Thursday  
(D) Friday
56. Where is this conversation probably taking place?  
(A) In an office  
(B) At a doctor's office  
(C) In an office supplies store  
(D) In a boutique
57. How does the man usually get to work?  
(A) By subway  
(B) By bus  
(C) By car  
(D) By train
58. When will the meeting probably begin?  
(A) In 5 minutes  
(B) In 30 minutes  
(C) In a couple of hours  
(D) Tomorrow morning

59. What is the man expecting by post?  
(A) An invitation  
(B) Contact information  
(C) Manufacturing costs  
(D) Sales data
60. What would the man like the woman to do?  
(A) Return the document to the São Paulo office  
(B) Change the delivery information  
(C) Contact the Tokyo branch office  
(D) Deliver the Brazilian document to the finance division
61. What is the man scheduled to do later?  
(A) Leave for a business trip  
(B) Organize a business luncheon  
(C) Have a conference call  
(D) Visit production facilities
62. Which department do the speakers probably work in?  
(A) The accounting department  
(B) The technical support team  
(C) The marketing division  
(D) The sales department
63. What does the man say about the marketing department?  
(A) They are on a business trip.  
(B) They have already been to the workshop.  
(C) They are meeting with Mr. Towers.  
(D) They have a project to finish.
64. What will the team do after the workshop?  
(A) Go back to the office  
(B) Meet with the marketing department  
(C) Go out to eat  
(D) Meet with Mr. Towers
65. What is the purpose of the woman's call?  
(A) To offer a discount telephone service  
(B) To try and sell a new product  
(C) To ask about product pricing  
(D) To update the man's contact information
66. What is the difference with BTB?  
(A) Great customer service  
(B) A lower monthly bill  
(C) An upgraded product  
(D) Better quality service
67. What does the man say he will do?  
(A) Look up some more information  
(B) Speak with his secretary  
(C) Think about it a little longer  
(D) Switch providers immediately
68. What is the purpose of this conversation?  
(A) Visiting a branch office  
(B) Developing a business contract  
(C) Taking part in an audition  
(D) Arranging files for an audit
69. Why can't the speakers begin in the morning?  
(A) The woman has too much work to do.  
(B) There isn't a place to meet.  
(C) The man has a prior engagement.  
(D) They are scheduled to attend a meeting.
70. What does the woman suggest the man do?  
(A) Begin the review of operations  
(B) Finish his meeting earlier  
(C) Stay late to complete the reports  
(D) Make an arrangement with his clients



#### Part 4

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

71. What is the purpose of the announcement?
- (A) To report a schedule change
  - (B) To announce a new performance date
  - (C) To promote a new dancer
  - (D) To talk about seating arrangements
72. Where most likely is the announcement being made?
- (A) At a museum
  - (B) At an advertising firm
  - (C) At a dance school
  - (D) At a theater
73. What time will the performance begin?
- (A) 6:30 p.m.
  - (A) 7:00 p.m.
  - (C) 7:30 p.m.
  - (D) 8:00 p.m.
74. Why was the price of the ticket discounted?
- (A) The arrangements were made in advance.
  - (B) Mr. Parnell has some air miles.
  - (C) May has a partnership with the airline.
  - (D) Mr. Parnell booked a hotel as well.
75. What will the travelers receive upon arrival in Barcelona?
- (A) A complimentary lunch
  - (B) Taxi service
  - (C) A city tour
  - (D) A spa package
76. What restriction applies to the travel package?
- (A) The package is non-refundable.
  - (B) The discount applies only to Mr. Parnell.
  - (C) There is an additional charge for a taxi service.
  - (D) The amount of baggage is limited.

77. Why should people share the workbooks?
- To help each other learn
  - To complete the assignments quicker
  - There aren't enough copies for everyone.
  - Not enough people have attended.
78. What is the lecture about?
- How to conduct an instructional workshop
  - How to use a new type of software
  - How to sell computer software
  - How to download software from the Internet
79. What will everyone do after they finish reading page 54?
- Discuss the problem with their partner
  - Practice a common computer situation
  - Close their books
  - Raise some questions
80. Who is Richard Stokes?
- A guitarist
  - A festival planner
  - A radio show host
  - A poet
81. Why is Myra Jones returning to New York?
- To play at a rock festival
  - To visit the radio station
  - To record a new album
  - To meet some guests
82. How can the listeners ask questions?
- Call the studio
  - Attend the New York Rock Festival
  - Buy Myra's new album
  - Send the station an e-mail

83. What most likely is Bill Buchanan's profession?
- Construction manager
  - City inspector
  - Designer
  - Office receptionist
84. Where will the two men meet?
- At Miller's office
  - At the Kent Street site
  - At the inspector's office
  - At Buchanan's office
85. What is the reason for the message?
- To make a change in the cost of materials
  - To discuss the construction plan
  - To alter the number of workers needed
  - To discuss a problem with the building's structure
- 
86. What is the reason for this talk?
- To thank people for an award
  - To introduce a new franchise
  - To promote a new project
  - To celebrate a promotion
87. Who is the speaker?
- A motivational speaker
  - A franchise developer
  - A sales associate
  - The owner of the company
88. How many stores does Klein Grocers have?
- One
  - Forty
  - Seventy-five
  - Two hundred



89. What should employees do when they first arrive for their shift?  
(A) Answer the phone  
(B) Go to their work station  
(C) Speak to their trainer  
(D) Sign in with their employee ID
90. How long will the employees be trained?  
(A) A week  
(B) Three weeks  
(C) A month  
(D) Two months
91. What is in the training manual?  
(A) Answers to common questions  
(B) Rules and regulations  
(C) Employee ID numbers  
(D) Client contact numbers
92. Who most likely is the speaker?  
(A) A museum tour guide  
(B) A university student  
(C) An art collector  
(D) An antiques dealer
93. Who does the museum benefit?  
(A) The art gallery owners  
(B) The gift shop  
(C) The community  
(D) The tour guides
94. Where will the visitors go after the tour?  
(A) To see the artwork  
(B) To the gift shop  
(C) To the museum restaurant  
(D) To the research center
95. What is the main subject of this report?  
(A) Constructing a new city park  
(B) Building a production facility  
(C) Requesting local government support  
(D) Hiring a new chairman for Appleton
96. According to the report, what is important about Houston?  
(A) It is located close to the border.  
(B) It has favorable weather conditions.  
(C) It has a large population.  
(D) It has favorable tax laws.
97. What did Mr. Becket announce?  
(A) He wants to stay in Houston for ten years.  
(B) He thinks that the local government has been helpful.  
(C) He doesn't want to leave New York.  
(D) He will hire many local residents.
98. Who is this advertisement most likely for?  
(A) Exercise trainers  
(B) Telephone operators  
(C) Busy exercisers  
(D) Gym owners
99. What do the DVDs do?  
(A) Make a workout more effective  
(B) Reduce work-related stress  
(C) Reduce costs  
(D) Make exercising boring
100. What should the listeners do to receive a greater discount?  
(A) Ask one of the instructors  
(B) Refer a friend to the company  
(C) Order two copies of the program  
(D) Call within half an hour

This is the end of the Listening test.



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## Listening TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

## Part 1

**Directions:** For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

## Example

## Sample Answer



(A) (B) (C) (D)

Statement (C), "He is writing in a notebook," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

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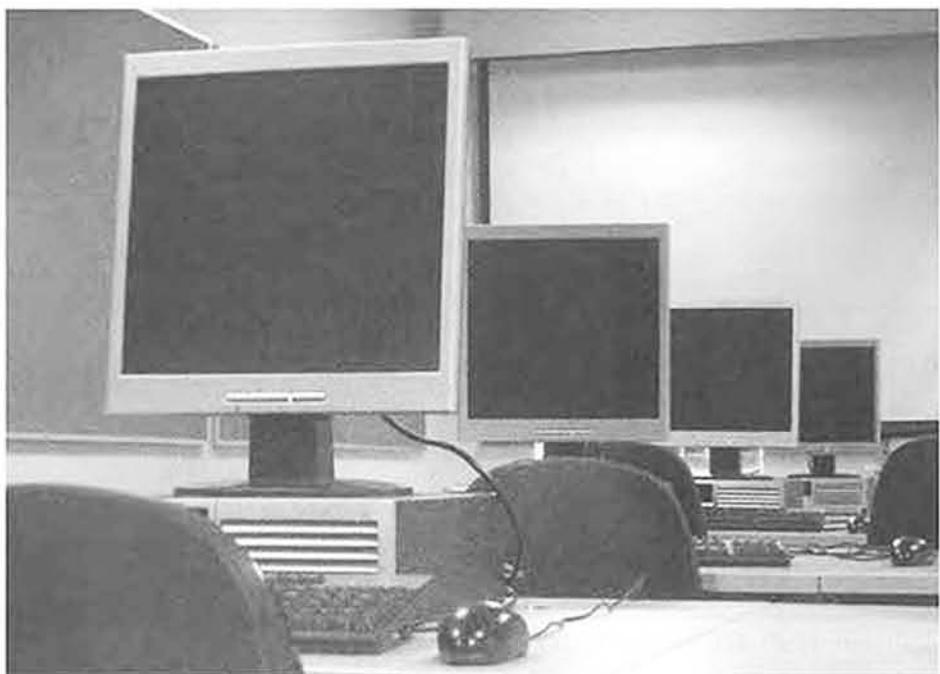


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## Part 2

**Directions:** You will hear a question or statement and three responses spoken in English. They will be spoken only one time and will not be printed in your test book. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

### Example

### Sample Answer

You will hear: Where did you buy your tie?

- A  B  C

You will also hear: (A) Next time we'll do better.  
(B) At the downtown shopping center.  
(C) We'll move to a new building soon

The best response to the question "Where did you buy your tie?" is choice (B), "At the downtown shopping center," so (B) is the correct answer. You should mark answer (B) on your answer sheet.

11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
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34. Mark your answer on your answer sheet.
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37. Mark your answer on your answer sheet.
38. Mark your answer on your answer sheet.
39. Mark your answer on your answer sheet.
40. Mark your answer on your answer sheet.

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**Part 3**

**Directions:** You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will be spoken only one time and will not be printed in your test book.

41. Where is the conversation probably taking place?  
(A) Flower shop  
(B) Cooking school  
(C) Grocery store  
(D) Cafe
42. What does the woman ask the man?  
(A) Location of a product  
(B) The price of flowers  
(C) Ingredients of a product  
(D) The man's position
43. What most likely will the man do now?  
(A) Call for assistance  
(B) Help the woman to locate the item  
(C) Give the woman a map of the store  
(D) Create a bouquet for the woman
44. Where do the speakers most likely work?  
(A) At a rugby stadium  
(B) At a newspaper company  
(C) For a sports team  
(D) At a bookstore
45. What would the man like to do?  
(A) Feature rugby  
(B) Cover golf  
(C) Write a new article  
(D) Watch a football game
46. What does the woman say about rugby?  
(A) Josh is a big fan of the sport.  
(B) It is growing in popularity.  
(C) It is difficult to play.  
(D) Not many people like it.



47. Where would the woman like to work?  
(A) Restaurant  
(B) Office  
(C) HR department  
(D) Hotel
48. What kind of employment experience has the woman had?  
(A) Housekeeping  
(B) Waitress  
(C) Chef  
(D) Flight attendant
49. What will the woman bring to the interview?  
(A) Identification  
(B) An application form  
(C) A résumé  
(D) References
50. When will Sue begin her trip?  
(A) Monday  
(B) Tuesday  
(C) Wednesday  
(D) Thursday
51. What is Sue looking forward to doing?  
(A) Meeting clients in New York  
(B) Sightseeing in Manhattan  
(C) Hiking in Central Park  
(D) Transferring to the Manhattan branch
52. How does the man describe Central Park?  
(A) It is quite small.  
(B) The scenery is beautiful.  
(C) It is very crowded.  
(D) There are a lot of things to do.
53. What project is the man working on?  
(A) Renting equipment  
(B) Hosting dinner parties  
(C) Installing carpeting  
(D) Renovating a basement
54. Why does the woman want to use the room on Thursday?  
(A) She is away for the rest of the week.  
(B) She decided to use hardwood instead.  
(C) She and her husband are home on Thursday.  
(D) She is having guests over that night.
55. What will the woman do for the man?  
(A) Wait until next month to finish  
(B) Help remove the equipment  
(C) Install a new sink  
(D) Take the man to the party
56. What will the man try to do on Monday?  
(A) Contact the accounting department  
(B) Order a new copier  
(C) Launch a new campaign  
(D) Meet with the director
57. Why is the man unable to use a copier?  
(A) The office supplies store was closed.  
(B) The accounting department has a new budget.  
(C) The order of a new copier is cancelled.  
(D) The department supervisor is on leave.
58. What are the speakers going to do?  
(A) Go and complain  
(B) Work overtime  
(C) Purchase a new copier  
(D) Leave work early

59. Why is the man calling?  
(A) To cancel his appointment  
(B) To advertise full-time employment  
(C) To request an interview  
(D) To inquire about a job application
60. When are they scheduled to meet?  
(A) On Monday  
(B) On Tuesday  
(C) On Wednesday  
(D) On Thursday
61. Where is Mr. Jenkins asked to go for the interview?  
(A) To the information desk  
(B) To the lobby  
(C) To the conference room  
(D) To the sixth floor
62. What would the woman like to do?  
(A) See a movie  
(B) Read an article  
(C) Talk to the man's sister  
(D) Make copies of a proposal
63. What does the man say about the movie?  
(A) He's already seen it.  
(B) He doesn't think it's very good.  
(C) It's showing at a local theater.  
(D) It is very controversial.
64. What does the woman offer the man?  
(A) To lend him a copy of the movie  
(B) To give him a copy of some reviews  
(C) To give him her sister's e-mail  
(D) To discuss the movie with him
65. What most likely is the man's profession?  
(A) An accountant  
(B) An office supplies manufacturer  
(C) A delivery truck driver  
(D) A shop salesperson
66. When will the man most likely arrive at the office?  
(A) In 30 minutes  
(B) This afternoon  
(C) Tomorrow morning  
(D) Tomorrow afternoon
67. Why is the woman worried?  
(A) She can't copy some files.  
(B) She has lost an important file.  
(C) She missed a meeting this morning.  
(D) She has broken the company's vending machine.
68. Where most likely is this conversation?  
(A) At a clothing store  
(B) At a bookstore  
(C) At a café  
(D) At a newsstand
69. How would the woman like to take her purchase?  
(A) Gift-wrapped  
(B) As it is  
(C) In a shopping bag  
(D) Covered in newspaper
70. Why is the woman unable to pay by credit card?  
(A) She lost her credit card yesterday.  
(B) The credit card was unauthorized.  
(C) The business does not accept checks.  
(D) The cost of the purchase is not enough.



#### Part 4

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

71. Who most likely is the speaker?  
(A) A salesman  
(B) A wedding planner  
(C) A photographer  
(D) An art gallery owner
72. What does the speaker say about good equipment?  
(A) It is difficult to find.  
(B) It is necessary to create good work.  
(C) It is very expensive.  
(D) It is irrelevant to the work.
73. What will happen at the end of the demonstration?  
(A) James will go shopping.  
(B) A book will be distributed.  
(C) The listeners will take pictures.  
(D) The speaker will surf the Internet.
74. Who is Penelope Andreas?  
(A) An editor  
(B) A musical actor  
(C) A tourist  
(D) A poet
75. Where is the interview taking place?  
(A) In Buenos Aires  
(B) In London  
(C) In Montreal  
(D) In Toronto
76. What does the speaker suggest about Ms. Andreas?  
(A) Her talents are not well known.  
(B) She will answer questions.  
(C) Her appearance will be brief.  
(D) She will be leaving for Buenos Aires.

77. Who is the advertisement for?  
(A) Store managers  
(B) Fitness instructors  
(C) Healthcare providers  
(D) Overweight people
78. What is being advertised?  
(A) The Olympic Games  
(B) A new manual for dieters  
(C) A discount on fitness memberships  
(D) Registration for an employee training program
79. How can a listener get more information?  
(A) By calling Hard Line Fitness  
(B) By faxing Hard Line Fitness  
(C) By visiting the website  
(D) By visiting an office
80. Who most likely are the audience members?  
(A) Flight attendants  
(B) Researchers  
(C) Reporters  
(D) Tour operators
81. How long has the speaker been working in the field?  
(A) For 10 years  
(B) For 20 years  
(C) For 25 years  
(D) For 40 years
82. What does the speaker suggest before working abroad?  
(A) Learn the language  
(B) Talk to local people  
(C) Watch local television  
(D) Attend many business meetings
83. What is the purpose of this message?  
(A) To suggest a location for the corporate seminar  
(B) To inform an employee of a schedule change  
(C) To inquire about a staff member's plans on Friday  
(D) To remind an employee about a lunch meeting
84. Who should be contacted if an employee is unable to attend?  
(A) Lynn  
(B) Katherine  
(C) Lily  
(D) Frederik Dyson
85. What time have the seminars been in the past?  
(A) At 10:30  
(B) At 11:30  
(C) At 1:30  
(D) At 2:30
86. What is the purpose of the talk?  
(A) To welcome new patients to the nursing home  
(B) To ask volunteers about their community knowledge  
(C) To interview new patients for the home  
(D) To recruit new nursing home volunteers
87. Who will be able to work with the patients the most?  
(A) New volunteers  
(B) Returning volunteers  
(C) Medical students  
(D) Nurses assistants
88. What will probably happen now?  
(A) Participants will sign up for positions.  
(B) Participants will hand in their resumes.  
(C) Participants will visit the patients.  
(D) Participants will meet the other staff.



99. What is the main topic of this report?  
(A) A new version of software  
(B) An advertising campaign  
(C) A company chairman  
(D) A recruitment strategy
100. What kind of work does the company do?  
(A) Stock trading  
(B) Real estate  
(C) Software development  
(D) Computer manufacturing
91. What will the company do next?  
(A) Move to Wall Street  
(B) Market the software in Europe  
(C) Hire a new chairman  
(D) Begin advertising the software
92. What is the subject of the report?  
(A) A company has gone bankrupt.  
(B) A company is moving its production facilities.  
(C) A new product is being introduced.  
(D) A product has been taken off the market.
93. What does the report say about Rex Industrial Supplies?  
(A) Rex Supplies is the biggest supplier in the American southeast.  
(B) Rex Supplies products will no longer be available in Fresno.  
(C) Rex Supplies will be increasing its full-time positions.  
(D) Rex Supplies will now have ten factory locations.
94. What will probably happen?  
(A) The company will hire some American employees.  
(B) Mexicans will not like Rex Supplies products.  
(C) The company stock price will increase.  
(D) Rex Supplies stock price will not change.
95. What was the purpose of this meeting?  
(A) To address the issue of vacation time  
(B) To plan for an upcoming conference  
(C) To inform employees of a new system  
(D) To arrange transportation to the manufacturing plant
96. Why do they need a new parking system?  
(A) There are not enough reserved parking spaces.  
(B) There is too much pollution in the city.  
(C) Not enough people are bringing cars to work.  
(D) The office wants to make more money.
97. What are employees told to do?  
(A) Park in the lower parking blocks  
(B) Review an e-mail  
(C) Park their cars at home  
(D) Send out an e-mail
98. What kind of tour is it?  
(A) A marina tour  
(B) A bicycle tour  
(C) A walking tour  
(D) A bus tour
99. At which place will they listen to a guest speaker?  
(A) The Kline Street Café  
(B) Burnaby Castle  
(C) Juniper Bridge  
(D) Macintosh Botanical Gardens
100. What is free for visitors taking the tour?  
(A) Coffee  
(B) Lunch  
(C) A map  
(D) A souvenir

This is the end of the Listening test.



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## Listening TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

## Part 1

**Directions:** For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

## Example

## Sample Answer



(A) (B) (C) (D)

Statement (C), "He is writing in a notebook," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

1.



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7.



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10.





## Part 2

**Directions:** You will hear a question or statement and three responses spoken in English. They will be spoken only one time and will not be printed in your test book. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

### Example

### Sample Answer

You will hear: Where did you buy your tie?

A  B  C

You will also hear:  
(A) Next time we'll do better.  
(B) At the downtown shopping center.  
(C) We'll move to a new building soon.

The best response to the question "Where did you buy your tie?" is choice (B), "At the downtown shopping center," so (B) is the correct answer. You should mark answer (B) on your answer sheet.

11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
16. Mark your answer on your answer sheet.
17. Mark your answer on your answer sheet.
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33. Mark your answer on your answer sheet.
34. Mark your answer on your answer sheet.
35. Mark your answer on your answer sheet.
36. Mark your answer on your answer sheet.
37. Mark your answer on your answer sheet.
38. Mark your answer on your answer sheet.
39. Mark your answer on your answer sheet.
40. Mark your answer on your answer sheet.

### Part 3

Directions: You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will be spoken only one time and will not be printed in your test book.

41. How often do the buses run?

- (A) Every few minutes
- (B) Every 10 minutes
- (C) Every 15 minutes
- (D) Every 20 minutes

42. Why was the man concerned?

- (A) He doesn't like the weather.
- (B) He was late to meet the woman.
- (C) He might miss the bus.
- (D) He had never taken the bus.

43. Why are the buses slower right now?

- (A) The drivers are on strike.
- (B) It's raining.
- (C) It's rush hour.
- (D) The road is under construction.

44. Where was the original location of the report?

- (A) The conference room
- (B) Susan's office
- (C) The meeting room
- (D) In the file cabinet

45. What position does Susan hold?

- (A) Manager
- (B) Director
- (C) Receptionist
- (D) Mailroom clerk

46. Where does the man expect to see Susan?

- (A) In the employee lounge
- (B) At a meeting
- (C) At her client's office
- (D) In her office



47. Why is Ms. Wilson calling Mr. Jones?
- (A) To request payment for installation
  - (B) To offer a cable TV package
  - (C) To remind him of an appointment
  - (D) To see if he is satisfied with his service
48. What does Kendra ask Mr. Jones to do?
- (A) Allow someone from her company in the house
  - (B) Cancel his appointment
  - (C) Install the service himself
  - (D) Contact another provider
49. What time will the speakers most likely meet?
- (A) This afternoon at 2 p.m.
  - (B) Friday at 10 a.m.
  - (C) Friday at 2 p.m.
  - (D) Sometime next week
50. Why will the man be late for the conference?
- (A) The train will be delayed.
  - (B) He lost the directions to the building.
  - (C) His car is being repaired.
  - (D) He has an important meeting.
51. How will the woman get to the lecture?
- (A) By train
  - (B) By car
  - (C) On foot
  - (D) By bus
52. What does the man suggest they do?
- (A) Attend another conference
  - (B) Send another employee as a replacement
  - (C) Contact the guest speaker
  - (D) Have lunch together
53. What is the woman doing?
- (A) Registering for an employee orientation
  - (B) Introducing a guest speaker to the audience
  - (C) Taking a conference call
  - (D) Buying a ticket for a speech
54. Where is the Saturday talk located?
- (A) In the conference room
  - (B) In the auditorium
  - (C) In the main lobby
  - (D) In the boardroom
55. What talk does the woman want to attend?
- (A) Company regulations
  - (B) Finance management
  - (C) International business
  - (D) Time management
56. Why is the woman going to New York?
- (A) To visit a friend
  - (B) To have a job interview
  - (C) To go on vacation
  - (D) To attend a meeting
57. What city does one of the flights have a stopover in?
- (A) New York
  - (B) Los Angeles
  - (C) Chicago
  - (D) New Orleans
58. What does the man offer to do?
- (A) Look for another flight for the woman
  - (B) Give the woman a discount
  - (C) Reserve a conference room
  - (D) Attend a business meeting instead

59. Who is Mr. Marshall speaking with?  
(A) A colleague  
(B) A relative  
(C) His secretary  
(D) A travel agent
60. Why is the woman calling Mr. Marshall?  
(A) To remind him of a special offer  
(B) To schedule a meeting with him  
(C) To confirm his itinerary  
(D) To request a company file
61. What time does Mr. Marshall say he will return her call?  
(A) At 1 o'clock  
(B) At 3 o'clock  
(C) At 5 o'clock  
(D) At 6 o'clock
62. What is the problem with the order?  
(A) A new assembly line  
(B) A defective product  
(C) A shipping delay  
(D) A new ordering system
63. What will the woman probably do next?  
(A) Deliver the shipment  
(B) Make a telephone call  
(C) Assemble the parts  
(D) Visit the other plant
64. What does the man suggest could happen if the problem isn't fixed?  
(A) The whole system could be slowed down.  
(B) The company might lose the contract.  
(C) They will receive a large number of orders.  
(D) A shipment will be delivered to the warehouse.
65. Why doesn't the woman have a ticket?  
(A) She left it at home.  
(B) She gave it to a friend.  
(C) She reserved it over the phone.  
(D) She lost it at the office.
66. What floor is the box office located on?  
(A) One  
(B) Two  
(C) Three  
(D) Four
67. What will the woman most likely do next?  
(A) Reserve a ticket online  
(B) Visit one of the ticket booths  
(C) Call her friend  
(D) Wait for the man's help
68. Why is June Smith unable to help the speakers?  
(A) She has been promoted.  
(B) She is on sick leave.  
(C) She recently had a baby.  
(D) She is away on a business trip.
69. When will June Smith return?  
(A) Next week  
(B) Next month  
(C) Next year  
(D) At the end of the year
70. Who will most likely help the speakers?  
(A) Kate  
(B) June  
(C) Jordan  
(D) Wanda



#### Part 4

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

71. What will the staff be trained to do?
- (A) Use search software
  - (B) Increase their sales performance
  - (C) Manage their time
  - (D) Create a software program
72. What have employees been given?
- (A) A new e-mail account
  - (B) A new set of business cards
  - (C) A course manual
  - (D) A new data
73. What does the speaker request?
- (A) A personal trainer
  - (B) A research course manual
  - (C) A budget plan
  - (D) A record of training hours
74. Who most likely is the speaker?
- (A) A doctor
  - (B) A dietitian
  - (C) A salesperson
  - (D) A chef
75. How is this program different?
- (A) It provides a weight gain guarantee.
  - (B) It is specifically designed for each consumer.
  - (C) It is less expensive than its competitors.
  - (D) It was designed by health practitioners.
76. What does the program guarantee?
- (A) Lower price
  - (B) A membership card
  - (C) Transportation
  - (D) Short-time period

77. What is the purpose of this talk?  
(A) To inform employees of a new system  
(B) To gain information about e-mail use  
(C) To urge employees to use less paper  
(D) To insist that employees check their e-mail
78. What are employees told to do?  
(A) Speak to their colleagues  
(B) Change their password  
(C) Inform their clients about the change  
(D) Set up a meeting with their managers
79. When will the change be completed?  
(A) Tuesday  
(B) Wednesday  
(C) Thursday  
(D) Friday
80. Why does Peter apologize to Bill?  
(A) For interrupting a meeting  
(B) For contacting him at home  
(C) For asking him to return to the plant  
(D) For requesting additional employees
81. What does Peter ask Bill to do?  
(A) Examine the main assembly line  
(B) Install the conveyer system  
(C) Contact the maintenance manager  
(D) Bring a new assembly kit to the plant
82. What is the reason for the urgency?  
(A) The company is trying to complete its orders.  
(B) A plant tour will be given on the weekend.  
(C) The maintenance crew is only available today.  
(D) An inspection team will arrive on Friday.
83. How much did the new conservation area cost?  
(A) \$3 million  
(B) \$5 million  
(C) \$7 million  
(D) \$10 million
84. What took place at the opening celebration?  
(A) A party  
(B) A speech  
(C) A dinner  
(D) A meeting
85. What happened after walking the trails?  
(A) A music performance  
(B) An awards ceremony  
(C) An inaugural speech  
(D) A group barbecue
86. What is Dr. Duncan's current job?  
(A) Radio show host  
(B) Cancer researcher  
(C) Export company owner  
(D) Hospital director
87. Where is Dr. Duncan speaking?  
(A) In a hospital boardroom  
(B) On a radio program  
(C) In a business meeting  
(D) At a pharmaceutical conference
88. How can listeners ask questions?  
(A) By calling the station  
(B) By visiting the station  
(C) By e-mailing the station  
(D) By mailing the station



89. What are the listeners doing?  
(A) Visiting a tourist information center  
(B) Attending a history class  
(C) Taking a guided tour  
(D) Listening to a political speech
90. What does the speaker say about dinner?  
(A) It will be served at Centennial Tower.  
(B) It will consist of soup and salad.  
(C) It will be catered by the finest chef in the city.  
(D) It will start at 4 o'clock.
91. Where will the group meet after they finish shopping?  
(A) In the Centennial Tower's restaurant  
(B) In front of the Robertson Palmer Convention Center  
(C) At Guadalupe Castle  
(D) In the fashion quarter
92. When are employees supposed to pick up the packages by?  
(A) Tuesday  
(B) Wednesday  
(C) Thursday  
(D) Friday
93. What are the appreciation packages for?  
(A) Welcoming new board members  
(B) Fulfilling the company's sales targets this year  
(C) Celebrating the company's anniversary  
(D) Signing a big contract with an overseas company
94. What should the employees do if they are unable to pick up the package?  
(A) Leave a message  
(B) Send an e-mail  
(C) Call a colleague  
(D) Visit the office later
95. What is Creekside Cellars?  
(A) A shopping center  
(B) A municipal government office  
(C) A winemaking centre  
(D) A gift shop
96. What did the mayor do at Creekside?  
(A) He made wine.  
(B) He gave a motivational speech.  
(C) He presented an award.  
(D) He conducted a test.
97. Where did the mayor visit when he left the building?  
(A) A banquet room  
(B) A dining area  
(C) A souvenir shop  
(D) A wine cellar
98. What is the purpose of the talk?  
(A) To announce the beginning of a sale  
(B) To introduce a new product  
(C) To launch a new website  
(D) To celebrate the company's sales record
99. What will happen in November?  
(A) The company will expand into overseas markets.  
(B) The company will hire full-time technical support.  
(C) The company website will become fully operational.  
(D) The company manager will be replaced.
100. What is Joanne Malcolm's job?  
(A) Technical support  
(B) Accountant  
(C) Web designer  
(D) Project manager

This is the end of the Listening test.

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## Listening TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

## Part 1

**Directions:** For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

## Example



## Sample Answer

- (A) (B) (C) (D)

Statement (C), "He is writing in a notebook," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

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## Part 2

**Directions:** You will hear a question or statement and three responses spoken in English. They will be spoken only one time and will not be printed in your test book. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

### Example

You will hear: Where did you buy your tie?

### Sample Answer

A  B  C

You will also hear:  
(A) Next time we'll do better.  
(B) At the downtown shopping center.  
(C) We'll move to a new building soon.

The best response to the question "Where did you buy your tie?" is choice (B), "At the downtown shopping center," so (B) is the correct answer. You should mark answer (B) on your answer sheet.

11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
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34. Mark your answer on your answer sheet.
35. Mark your answer on your answer sheet.
36. Mark your answer on your answer sheet.
37. Mark your answer on your answer sheet.
38. Mark your answer on your answer sheet.
39. Mark your answer on your answer sheet.
40. Mark your answer on your answer sheet.

### Part 3

**Directions:** You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will be spoken only one time and will not be printed in your test book.

41. When will the speakers meet Pedro?  
(A) At 4 o'clock  
(B) At 5 o'clock  
(C) At 6 o'clock  
(D) At 7 o'clock
42. Where will the speakers meet the CEO?  
(A) In the conference lobby  
(B) In a hotel room  
(C) In the hotel restaurant  
(D) In the hotel lobby
43. What is the woman planning to do?  
(A) Have a cocktail in the lobby  
(B) Work on some papers  
(C) Meet a colleague  
(D) Attend a conference
44. Where is the conference being held?  
(A) Chicago  
(B) Paris  
(C) Zurich  
(D) Frankfurt
45. Who must approve Mr. Fernando's participation?  
(A) The project coordinator  
(B) Mr. Fernando's manager  
(C) The conference organizer  
(D) The secretary
46. What will the man probably do next?  
(A) Deliver information to a manager  
(B) Leave for Zurich to attend a meeting  
(C) Reserve a flight ticket  
(D) Give a speech at a conference



47. What costs do the receipts cover?  
(A) Shipment costs  
(B) Accounting salaries  
(C) Office furniture  
(D) Travel expenses
48. Who did the woman give the receipts to?  
(A) Ms. Wang  
(B) Ron  
(C) Kelly  
(D) Her manager
49. What is the reason the woman and Kelly will meet?  
(A) To exchange documents  
(B) To attend a seminar  
(C) To go on a business trip  
(D) To catch a train
50. What are the speakers discussing?  
(A) A difference in company policies  
(B) New regulations for mechanics  
(C) A change in an appointment time  
(D) A symposium on Saturday
51. Why was the man unable to fix the car?  
(A) The repair shop is too busy.  
(B) There was a delay in a parts shipment.  
(C) The man had to attend a training program.  
(D) The store is closed until Tuesday.
52. When will the appointment most likely be rescheduled?  
(A) Monday  
(B) Tuesday  
(C) Wednesday  
(D) Thursday
53. When was the original departure time?  
(A) 7:00 A.M.  
(B) 6:30 P.M.  
(C) 7:00 P.M.  
(D) 8:30 P.M.
54. Why was the flight delayed?  
(A) Mechanical problems  
(B) Bad weather  
(C) Airport closure  
(D) Employee strike
55. Where will the speakers most likely meet?  
(A) In the office  
(B) At the airport  
(C) At the reception desk  
(D) In a hotel lobby
56. What are the speakers discussing?  
(A) Communication difficulties with overseas clients  
(B) The number of appointments they have this weekend  
(C) Results from a customer satisfaction survey  
(D) A problem with the ordering system
57. What will the speakers do until the software is repaired?  
(A) Use another software program  
(B) Use another computer system  
(C) Write everything out by hand  
(D) Hire additional staff
58. When most likely will the problem be fixed?  
(A) Today  
(B) Tomorrow  
(C) This weekend  
(D) Next week

59. Where most likely are the speakers?  
(A) At an art gallery  
(B) At a photographer's studio  
(C) At a shopping mall  
(D) At a clothing store
60. What is Klive Anderson's profession?  
(A) Musician  
(B) Photographer  
(C) Artist  
(D) Home Designer
61. What is special about the piece of work the speakers are looking at?  
(A) It's worth over 2 million dollars.  
(B) It was painted with different materials.  
(C) It was made before the 16th century.  
(D) It took twice as long as the artist's other works.
62. Why is the man calling?  
(A) To rent an apartment  
(B) To cancel an appointment  
(C) To make a reservation  
(D) To confirm accommodation
63. What does the man specifically ask for?  
(A) A room with a veranda  
(B) A room in the East Corridor  
(C) A room with an ocean view  
(D) A room with Internet connection
64. What is the issue with the room?  
(A) The telephone is broken.  
(B) There is no way to use the Internet.  
(C) It is booked for the date requested.  
(D) It is not in the East Corridor.
65. What are the speakers talking about?  
(A) A new company employee  
(B) An interior agency  
(C) A company cafeteria  
(D) A new branch office
66. What has the cafeteria changed?  
(A) Manager  
(B) Location  
(C) Staff  
(D) Chairs
67. What did the man say about the cafeteria?  
(A) The menu is too limited.  
(B) The caterer is very experienced.  
(C) The prices are reasonable.  
(D) The service isn't very good.
68. What did Mr. Thompson do this morning?  
(A) He received a letter.  
(B) He changed a meeting time.  
(C) He hosted a conference call.  
(D) He submitted a proposal.
69. When does the man want to meet with Mr. Thompson?  
(A) On Thursday morning  
(B) On Thursday afternoon  
(C) On Friday morning  
(D) On Friday afternoon
70. How will the woman contact the man?  
(A) By express mail  
(B) By phone  
(C) By fax  
(D) By e-mail



#### Part 4

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

71. When is the office open late?  
(A) Mondays  
(B) Tuesdays  
(C) Wednesdays  
(D) Thursdays
72. How can students request transcripts?  
(A) In person  
(B) By e-mail  
(C) By phone  
(D) By fax
73. What were students previously allowed?  
(A) Access to more scholarships  
(B) Contact with registrar counselors  
(C) To request services over the phone  
(D) To obtain information by e-mail
74. What is the purpose of this talk?  
(A) To welcome a new employee  
(B) To announce a bank merger  
(C) To introduce a new advertising campaign  
(D) To talk about the company budget
75. Where is Ms. Sinclair going to work from now on?  
(A) Schtick Advertising  
(B) First National Bank  
(C) Pearson Consulting  
(D) Office Supply Center
76. How many years was Ms. Sinclair employed by First National Bank?  
(A) Two  
(B) Three  
(C) Four  
(D) Five

77. What is the purpose of this message?  
(A) To let employees know of a computer system change  
(B) To ask employees for assistance in fundraising activities  
(C) To provide contact information in case of emergency  
(D) To announce openings for computer technicians
78. What are the employees asked to do following the installation?  
(A) Attend computer training seminars  
(B) Restart their computers  
(C) Come to the technical services office  
(D) Make copies of important documents
79. What should employees do if they have questions?  
(A) Contact their supervisor  
(B) Read the employee handbook  
(C) Leave a voice mail message  
(D) Call the technical services division
80. Who is this advertisement directed towards?  
(A) Retired business people  
(B) A small business owner  
(C) Wealthy investors  
(D) Bankers
81. What is being advertised?  
(A) A bank loan  
(B) A job opening  
(C) An entrepreneur  
(D) A business book
82. What happens if someone registers before next Thursday?  
(A) Free items will be given.  
(B) A private consultant will be provided.  
(C) An account balance will not be necessary.  
(D) The loan rate will be reduced.

83. When is this show being broadcast?  
(A) On Tuesday  
(B) On Wednesday  
(C) On Thursday  
(D) On Friday
84. What sort of music does Mr. Jones play?  
(A) Classical  
(B) Rock 'n' roll  
(C) Hip-hop  
(D) Country
85. What is stated about Mr. Jones' new album?  
(A) It is expected to sell a few copies.  
(B) It has been nominated for an award.  
(C) It is expected to be popular.  
(D) It might sell well in England.
86. Where is the head office located?  
(A) Paris  
(B) Toronto  
(C) Stockholm  
(D) San Francisco
87. What is the aim of the meeting?  
(A) To address the problem of distribution channels  
(B) To discuss how to hire new international employees  
(C) To determine where to build the new factory  
(D) To investigate the cause of last year's improved sales
88. What are the listeners asked to do?  
(A) Meet with fellow employees  
(B) Talk about new production methods  
(C) Provide some suggestions  
(D) Discuss joining the branches



89. What is the Portrait Gallery often called?  
(A) The Red Room  
(B) The Gift Shop  
(C) The Dining Hall  
(D) The Royal Family
90. What happened to the dining hall?  
(A) It was sold to a local investor.  
(B) It was redecorated in a modern style.  
(C) It was demolished by residents.  
(D) It was damaged in a fire.
91. What will the tour include?  
(A) Lunch served in the dining hall  
(B) A speech by a member of the royal family  
(C) Free time at the gift shop  
(D) A photograph with a famous person
92. What department does Ms. Kush work for?  
(A) Human Resources  
(B) Accounting  
(C) Information Technology  
(D) The Call Center
93. What is the purpose of the message?  
(A) To report a meeting schedule change  
(B) To ask about shipping processes  
(C) To inform an employee of overspent funds  
(D) To request an employee's account numbers
94. What does Mr. Henderson have to do?  
(A) Explain why he should be promoted  
(B) Explain how the money was stolen  
(C) Explain why excessive spending occurred  
(D) Explain why the company should sponsor his trip
95. Why have plans been changed?  
(A) The show has been cancelled.  
(B) There are not enough people attending.  
(C) The restaurant changed the reservation time.  
(D) The company has an emergency.
96. What will the group do after dinner?  
(A) Return home  
(B) Go to the theatre  
(C) Have some drinks  
(D) Go back to the office
97. When will the group arrive at the theatre?  
(A) At 6:30 p.m.  
(B) At 8:00 p.m.  
(C) At 9:00 p.m.  
(D) At 9:30 p.m.
98. About how many unwanted computers are disposed of each year?  
(A) 5 million  
(B) 6 million  
(C) 10 million  
(D) 15 million
99. Who will collect the computers?  
(A) Computer manufacturers  
(B) A non-profit organization  
(C) Internet service providers  
(D) A government division
100. What is done with the collected computers?  
(A) They will be sent to landfill sites.  
(B) They will be given to local educational institutions.  
(C) They will be used in research.  
(D) They are distributed in underdeveloped countries.

This is the end of the Listening test.

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# Answers



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**Actual Test 1**

1	A	11	C	21	A	31	B	41	B	51	B	61	B	71	D	81	C	91	C
2	B	12	C	22	C	32	C	42	A	52	A	62	C	72	B	82	C	92	D
3	A	13	A	23	C	33	C	43	D	53	B	63	D	73	B	83	B	93	A
4	C	14	B	24	B	34	A	44	C	54	C	64	D	74	D	84	C	94	C
5	C	15	C	25	B	35	B	45	A	55	B	65	B	75	C	85	C	95	B
6	B	16	A	26	B	36	C	46	B	56	A	66	D	76	A	86	B	96	B
7	C	17	B	27	A	37	C	47	D	57	C	67	D	77	C	87	A	97	B
8	D	18	B	28	B	38	C	48	C	58	C	68	C	78	B	88	D	98	B
9	A	19	A	29	A	39	A	49	C	59	A	69	B	79	C	89	A	99	D
10	D	20	B	30	B	40	A	50	B	60	C	70	D	80	D	90	A	100	A

**Actual Test 2**

1	D	11	C	21	C	31	B	41	D	51	A	61	B	71	C	81	D	91	B
2	A	12	B	22	A	32	C	42	A	52	B	62	C	72	A	82	C	92	C
3	D	13	C	23	C	33	B	43	B	53	B	63	D	73	B	83	A	93	B
4	B	14	A	24	B	34	A	44	B	54	D	64	A	74	B	84	D	94	A
5	D	15	C	25	A	35	B	45	A	55	D	65	B	75	A	85	B	95	C
6	C	16	B	26	A	36	C	46	A	56	D	66	C	76	C	86	B	96	D
7	B	17	C	27	C	37	B	47	C	57	B	67	A	77	A	87	A	97	A
8	A	18	C	28	B	38	A	48	B	58	B	68	D	78	B	88	C	98	A
9	A	19	A	29	C	39	C	49	C	59	D	69	A	79	B	89	C	99	D
10	C	20	B	30	A	40	A	50	B	60	C	70	C	80	B	90	D	100	C

**Actual Test 3**

1	A	11	C	21	B	31	A	41	B	51	C	61	D	71	D	81	D	91	A
2	D	12	B	22	A	32	C	42	A	52	D	62	B	72	C	82	A	92	D
3	B	13	C	23	A	33	A	43	C	53	B	63	B	73	A	83	C	93	C
4	C	14	B	24	B	34	C	44	A	54	B	64	D	74	A	84	A	94	A
5	A	15	A	25	B	35	C	45	B	55	A	65	D	75	A	85	D	95	A
6	C	16	A	26	C	36	B	46	D	56	B	66	B	76	C	86	C	96	C
7	A	17	C	27	B	37	C	47	B	57	C	67	A	77	D	87	D	97	D
8	B	18	B	28	C	38	A	48	D	58	D	68	D	78	B	88	B	98	B
9	C	19	B	29	C	39	A	49	A	59	B	69	A	79	A	89	A	99	A
10	C	20	A	30	A	40	A	50	D	60	C	70	C	80	C	90	B	100	C

**Actual Test 4**

1	B	11	B	21	B	31	B	41	D	51	A	61	C	71	A	81	A	91	A
2	A	12	B	22	A	32	A	42	A	52	B	62	D	72	C	82	A	92	A
3	C	13	C	23	B	33	B	43	C	53	B	63	A	73	B	83	B	93	B
4	C	14	C	24	C	34	A	44	A	54	C	64	D	74	A	84	A	94	B
5	B	15	A	25	A	35	B	45	C	55	B	65	C	75	C	85	C	95	A
6	D	16	C	26	C	36	B	46	C	56	A	66	A	76	C	86	C	96	B
7	C	17	C	27	A	37	A	47	B	57	C	67	B	77	B	87	D	97	D
8	D	18	B	28	A	38	B	48	D	58	C	68	C	78	C	88	A	98	A
9	B	19	B	29	C	39	A	49	A	59	B	69	B	79	D	89	A	99	D
10	B	20	A	30	A	40	C	50	B	60	B	70	D	80	D	90	C	100	C

**Actual Test 5**

1	C.	11	B	21	C	31	C	41	D	51	C	61	D	71	A	81	C	91	B
2	A	12	C	22	B	32	C	42	D	52	B	62	C	72	A	82	B	92	D
3	C	13	C	23	C	33	A	43	B	53	D	63	D	73	C	83	B	93	B
4	D	14	A	24	B	34	B	44	B	54	A	64	D	74	A	84	A	94	D
5	C	15	B	25	A	35	A	45	A	55	B	65	D	75	B	85	D	95	C
6	B	16	C	26	A	36	A	46	B	56	B	66	C	76	B	86	C	96	D
7	C	17	C	27	B	37	C	47	D	57	B	67	C	77	B	87	D	97	A
8	B	18	A	28	A	38	A	48	D	58	C	68	C	78	A	88	D	98	D
9	B	19	C	29	A	39	C	49	A	59	D	69	A	79	B	89	B	99	C
10	B	20	B	30	B	40	C	50	D	60	C	70	A	80	B	90	C	100	C

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**Actual Test 6**

1	A	11	B	21	A	31	A	41	C	51	A	61	D	71	A	81	B	91	C
2	A	12	C	22	A	32	C	42	C	52	D	62	A	72	C	82	D	92	C
3	C	13	A	23	C	33	B	43	D	53	C	63	C	73	C	83	B	93	D
4	C	14	A	24	B	34	C	44	B	54	A	64	C	74	A	84	C	94	A
5	D	15	B	25	C	35	A	45	A	55	B	65	B	75	A	85	B	95	B
6	B	16	A	26	B	36	C	46	B	56	A	66	D	76	C	86	C	96	D
7	B	17	B	27	B	37	B	47	C	57	D	67	C	77	A	87	D	97	A
8	D	18	C	28	C	38	C	48	D	58	B	68	B	78	B	88	B	98	B
9	C	19	B	29	A	39	B	49	A	59	D	69	C	79	C	89	C	99	C
10	C	20	C	30	B	40	A	50	B	60	C	70	A	80	D	90	A	100	A

**Actual Test 7**

1	B	11	B	21	B	31	A	41	A	51	D	61	C	71	A	81	A	91	A
2	A	12	A	22	A	32	A	42	D	52	B	62	A	72	D	82	D	92	A
3	C	13	A	23	C	33	C	43	A	53	D	63	D	73	C	83	A	93	C
4	D	14	C	24	A	34	B	44	B	54	C	64	C	74	B	84	B	94	B
5	C	15	B	25	C	35	C	45	C	55	D	65	A	75	B	85	B	95	B
6	B	16	B	26	B	36	C	46	B	56	A	66	B	76	A	86	A	96	D
7	D	17	A	27	C	37	B	47	B	57	C	67	B	77	C	87	C	97	A
8	C	18	B	28	B	38	C	48	B	58	A	68	D	78	B	88	B	98	C
9	B	19	C	29	C	39	A	49	D	59	D	69	C	79	B	89	D	99	A
10	D	20	A	30	C	40	B	50	B	60	D	70	B	80	C	90	B	100	D

**Actual Test 8**

1	A	11	C	21	B	31	B	41	C	51	B	61	C	71	C	81	B	91	D
2	D	12	B	22	A	32	C	42	A	52	D	62	A	72	B	82	B	92	B
3	A	13	A	23	C	33	B	43	B	53	C	63	C	73	B	83	B	93	A
4	C	14	C	24	A	34	A	44	B	54	D	64	B	74	D	84	C	94	D
5	C	15	A	25	A	35	A	45	A	55	B	65	C	75	C	85	D	95	C
6	D	16	C	26	C	36	B	46	D	56	C	66	B	76	B	86	D	96	A
7	C	17	B	27	B	37	C	47	D	57	C	67	A	77	D	87	B	97	B
8	D	18	B	28	A	38	B	48	B	58	A	68	B	78	C	88	B	98	C
9	A	19	C	29	C	39	A	49	C	59	D	69	B	79	A	89	A	99	D
10	C	20	B	30	B	40	A	50	A	60	B	70	D	80	C	90	C	100	A

**Actual Test 9**

1	D	11	C	21	C	31	A	41	D	51	A	61	C	71	A	81	A	91	B
2	D	12	B	22	C	32	B	42	C	52	D	62	C	72	C	82	A	92	D
3	B	13	A	23	C	33	B	43	B	53	D	63	B	73	D	83	A	93	B
4	C	14	B	24	A	34	C	44	D	54	B	64	A	74	C	84	B	94	C
5	B	15	C	25	A	35	B	45	B	55	B	65	C	75	B	85	A	95	C
6	A	16	B	26	C	36	A	46	B	56	D	66	A	76	D	86	B	96	A
7	C	17	B	27	A	37	B	47	C	57	C	67	B	77	A	87	B	97	C
8	A	18	C	28	C	38	C	48	A	58	B	68	C	78	C	88	C	98	C
9	C	19	C	29	B	39	B	49	B	59	D	69	C	79	D	89	C	99	C
10	A	20	A	30	C	40	A	50	C	60	A	70	C	80	C	90	A	100	D

**Actual Test 10**

1	C	11	B	21	C	31	B	41	A	51	B	61	B	71	B	81	A	91	C
2	D	12	B	22	B	32	A	42	D	52	D	62	D	72	A	82	D	92	C
3	C	13	C	23	C	33	A	43	B	53	C	63	B	73	C	83	B	93	C
4	D	14	B	24	B	34	B	44	C	54	B	64	B	74	A	84	D	94	C
5	A	15	A	25	B	35	A	45	B	55	D	65	C	75	C	85	C	95	B
6	B	16	C	26	C	36	A	46	A	56	D	66	B	76	C	86	B	96	B
7	B	17	B	27	B	37	A	47	D	57	C	67	C	77	A	87	A	97	C
8	A	18	C	28	A	38	B	48	C	58	D	68	B	78	B	88	C	98	C
9	D	19	A	29	A	39	A	49	B	59	A	69	A	79	D	89	A	99	B
10	B	20	B	30	C	40	B	50	C	60	C	70	D	80	D	90	D	100	D

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### Part 01

1. (A) He is riding his bicycle.  
(B) He is putting on a helmet.  
(C) He is fixing his bicycle.  
(D) He is stopped in traffic.
2. (A) The women are talking to each other.  
(B) The women are checking the map.  
(C) The women are shopping in the supermarket.  
(D) One of the women is mopping the floor.
3. (A) He is calling from a public phone.  
(B) He is looking at a telephone directory.  
(C) He is standing in the hallway.  
(D) The telephone is being repaired.
4. (A) The bags are being stacked on the shelves.  
(B) A customer is paying for a purchase.  
(C) Many bags are displayed for sale.  
(D) The store is closed for business.
5. (A) The man is feeding a horse.  
(B) The man is building a fence.  
(C) The man is riding a horse.  
(D) The man is taking off his cowboy hat.
6. (A) Most of the shelves are empty.  
(B) The shelves are filled with books.  
(C) Some books have been piled on the floor.  
(D) A librarian is putting away books.
7. (A) The street is closed to traffic.  
(B) Some people are getting on a bus.  
(C) People are waiting to cross the street.  
(D) Lines are being painted on the road.
8. (A) The buildings are being demolished.  
(B) There are trees surrounding the buildings.  
(C) A boat is passing under a bridge.  
(D) There are many buildings near the lake.

9. (A) The woman is browsing in a bookstore.  
(B) The woman is booking a table.  
(C) The woman is opening her backpack.  
(D) The woman is reading at her desk.
10. (A) A waiter is taking orders from the customers.  
(B) The people are waiting to enter the cafe.  
(C) Meals are being served to the patrons outside.  
(D) The people are sitting outdoors at a cafe.

### Part 02

11. When did you last visit our laboratory?  
(A) It lasts about a week.  
(B) No, I didn't.  
(C) Yesterday, with my boss.
12. Does anyone here know how to use this machine?  
(A) That sounds like a good choice.  
(B) I don't know how to thank you.  
(C) Yes, David does.
13. Where is the closest parking lot?  
(A) Right across the street.  
(B) To park my car.  
(C) At two o'clock.
14. How late are you open on Saturday?  
(A) Yes, we are open today.  
(B) Our business hours are from 10 a.m. to 9 p.m. on weekends.  
(C) We're considering opening a shop.
15. Don't you think we need more time to finish the preparation?  
(A) Because we already had it.  
(B) No, it starts at seven tonight.  
(C) Yes, we really do.
16. Where can I pick up the application?  
(A) In room 403.  
(B) Every Monday morning.  
(C) About 3 o'clock.



17. When does the message say we need to respond?  
(A) It's for a retirement party.  
(B) By the end of this week.  
(C) Yes, I already sent him a bill.
18. How many people applied for the scholarships?  
(A) I'll apply for the position.  
(B) At least twenty.  
(C) To submit the application.
19. Would you like me to get you another cup of tea?  
(A) No thanks, one is enough.  
(B) At the end of the hall, I think.  
(C) I'm new around here, too.
20. Why are the renovations being delayed?  
(A) Yes, but it should be changed.  
(B) We must get a permit first.  
(C) It was delayed over two hours.
21. You're going to the gym again, aren't you?  
(A) Yes, since last Tuesday.  
(B) We met a long time ago.  
(C) The fitness room closes at nine.
22. Do you have some time to review this or does Mr. Andrews need you?  
(A) A quarter after nine.  
(B) Yes, I need one.  
(C) Yes, I can check it now.
23. I'd appreciate it if you would turn the radio down.  
(A) Turn on the light.  
(B) It's down this hall.  
(C) Oh, sorry, I'll turn it down.
24. What time is the workshop supposed to start?  
(A) She started working here last month.  
(B) It begins in half an hour.  
(C) He is not in the office on Friday.
25. Do we have enough machines, or should I order some more?  
(A) I can't operate the machine.  
(B) We still have plenty.  
(C) To save some money.

26. For which hotel should I make the reservation?  
(A) We are all booked for tonight.  
(B) The one by the conference center.  
(C) From Monday to Friday.
27. Why didn't you bring the document to the meeting?  
(A) I forgot to pick it up.  
(B) No, he won't.  
(C) Five pages.
28. I'm in the mood for a movie tonight.  
(A) Yes, I have read one.  
(B) That sounds like a good idea.  
(C) I enjoyed it, too.
29. How long does the delivery usually take?  
(A) About four days.  
(B) Usually five dollars per hour.  
(C) To the delivery department.
30. They'll refund our money if it's delayed, right?  
(A) You can pay by cash.  
(B) Yes, that's the company policy.  
(C) I don't have enough money.
31. I thought you were out visiting clients this morning.  
(A) Yes, he often visits the head office.  
(B) No, my meeting was called off.  
(C) I left them on my desk.
32. Are you ready to order, or do you need more time?  
(A) Nearly an hour ago.  
(B) We ordered new merchandise last week.  
(C) I'll need a few more minutes.
33. Can't Mr. Gomez wait until tomorrow to have the meeting?  
(A) Yes, I have to go now.  
(B) I'll purchase one tomorrow.  
(C) No, he wants to have it right now.
34. Why did Mr. Wilson hire a bilingual person?  
(A) Most of the clients speak Japanese.  
(B) He came back yesterday.  
(C) Yes, we need a new secretary.

35. The play starts at seven o'clock.

- (A) He started August 1st.
- (B) Then we'd better hurry.
- (C) They didn't like it.

36. Mr. Williams gave a great opening speech at the conference, didn't he?

- (A) No, I can't go there.
- (B) I saw the schedule yesterday.
- (C) Yes, he did a good job.

37. Are you free for coffee later?

- (A) Yes, it's free.
- (B) Five copies, please.
- (C) I'll be free at about three.

38. This room is really hot.

- (A) The room is on the thirteenth floor.
- (B) You're meeting with the real estate agent.
- (C) Why don't you open the window?

39. Ms. Patel, could you tell us how you'd promote the campaign?

- (A) Yes, here's a copy of my proposal.
- (B) Her promotion was approved.
- (C) It's right over there.

40. Please call me when you have your paycheck.

- (A) Sure, what's your extension again?
- (B) I'm glad to meet you.
- (C) No, I didn't call him.

## Part 03

41-43 refer to the following conversation.

- M: Julie, would you please push back my 1:00 appointment this afternoon? I have an emergency meeting with the president.
- W: Of course, Mr. Laurie. When would you like to reschedule?
- M: Well, the president informed me that some clients will be arriving at 2, so let's say 4 o'clock. I should be back in my office by then.
- W: Great, I'll see if he can be here at 4.

44-46 refer to the following conversation.

- M: Good afternoon Telus Mobility. What can I do for you?
- W: Hello, I was wondering if you can help me with my cell phone bill. I haven't used my cell phone any more than usual, however the total this month seems to be much more than in the past.
- M: It could be that the monthly service charge has increased, but let me look over your invoice. What's your telephone number?
- W: It's 555-9328. My last name is Hawk.

47-49 refer to the following conversation.

- W: Kevin, when is everyone meeting to commemorate Jim's retirement?
- M: The invitation said 7 o'clock. Do you know where the banquet hall is?
- W: Yes, it's in the Westbotten Harborfront Hotel, next to the supermarket. But I need to stop by the bakery first, so I probably won't arrive until 7:30.
- M: OK, I see, but don't be too late because I will be waiting for you.

50-52 refer to the following conversation.

- W: William, I just found out that you won an award for a piece of your artwork. Congratulations!
- M: Thank you. I'm so thrilled that the Kennedy Association has recognized my work.
- W: You should feel honored. Are you painting any new pieces now?
- M: Well, I started work on a new oil painting this week and I hope to join a sculpture workshop in the fall.

53-55 refer to the following conversation.

- M: I'm here with a delivery. Some office supplies, a filing cabinet, and a bookshelf, I believe. I'm going to have to get someone to sign for them. Is there a manager available?
- W: She's out of the office this afternoon. I'm her assistant, I can sign for them.
- M: Thank you, that's great. Where should I leave the supplies?
- W: The filing cabinet can go in the conference room and the bookshelf and boxes of supplies can be left right here.

56-58 refer to the following conversation.

- W: Excuse me, how much is the entrance fee?
- M: It's six dollars for adults and four dollars for seniors.



and children under 12.

That's a lot more than I expected. We only wanted to go to the gift shop. They just called about some posters that I had ordered. It'll only be about 20 minutes.

Well, I can offer you a half price coupon. Would you like to use it?

#### 59-61 refer to the following conversation.

- W Is this monitor available in black or silver?
- W Currently, we only have the white one in stock, but if you'd like we can order either the black or the silver. You can also get a 21-inch model for an additional 200 dollars.
- M I'd rather order the 17-inch in black. I heard that silver paint tends to look old quickly.
- W Great, then let's go to the customer service counter to fill out the forms. You should have your new monitor within 10 business days.

#### 62-64 refer to the following conversation.

- W Richard, have you gotten your new parking pass? I picked mine up on Tuesday.
- W Tuesday! No, I haven't even gotten a call for mine. I have to get the parking attendant to lift the gate for me every day.
- W Maybe you should contact someone in HR about getting you a card.
- W Good idea. I'll call them right after the meeting.

#### 65-67 refer to the following conversation.

- W What would you like to do with your hair today? Would you like some highlights or something dramatic done to it?
- W I'd like something simple, like the receptionist's style. Can you add some highlights to make my hair look similar to hers?
- W Of course. I actually just completed a "what's hot" seminar last week in New York, and that style was one that we focused on.
- W Oh, did you? You make me feel more comfortable and excited about the changes to my hair.

#### 68-70 refer to the following conversation.

- W Hi, June, have you had any trouble with the phone systems this afternoon? I can't seem to check my voice mail.
- W The system cleared our ID numbers last night. You'll have to visit the technical support staff to reset your password.

- M Okay, the office is up on the eighth floor by the mail room, right?
- W It is on the eighth floor, but you'll have to turn left at the reception desk and go down to the end of the hall. It's directly beside the Human Resources department.

#### Part 04

#### 71-73 refer to the following telephone message.

Hello, this is Katie Burke calling from Cogeco Internet Services. Mr. Clifford, the reason I'm calling is we haven't received your payment for the installation of the modem and cable. We need your payment in order to activate your service. Please contact us at 1-800-222-4503, between 8 a.m. and 6 p.m., Monday through Saturday. Thank you. We look forward to hearing from you at your earliest convenience.

#### 74-76 refer to the following announcement.

I am pleased to announce the grand opening of Atlas Steels Corporation here in Hamilton. As director of operations, I can only try to express how proud I am. We will open the plant doors in early July and will look at hiring an additional 100 staff members, and then closer to the end of the year we will most likely bring on another 75 people. We've expanded quite a bit since our first production facility in Milton, to our present day plants in Portland, Rochester, St. Louis, and now here in Hamilton. We are looking forward to joining the community.

#### 77-79 refer to the following talk.

Hello. My name is Claudia and I am happy to be your host and guide this afternoon. It's currently 12:30 and we will begin our tour of the facilities at 1:00. But before we get started, I do have a few announcements to make. Unfortunately, we do not allow any visitors to photograph the equipment or video the baking process. The first part of the tour will finish at 2 p.m. However, you will have a couple of unguided hours to visit our labs and tasting rooms before you leave the premises. Feel free to ask any questions that you may have at anytime throughout the tour. I do hope that you enjoy your visit.

**80-82 refer to the following recorded message.**

Thank you for calling the University of Washington's library. To access a listing of staff and faculty extensions, please press 1 at anytime. Our library facilities are open from 8 a.m. to 4 p.m., Monday through Friday. If you wish to access our political archives, an appointment can be made with Edward Phillips at extension 15. If you would like our reception staff to return your call, please leave a message after the tone. Thank you.

**83-85 refer to the following advertisement.**

Do you like French food? If so, you will love Chateau Francois, on the corner of John Street and Richardson Avenue. Stop by for dinner to enjoy traditional French cuisine: escargot, homemade bread, and fine wines. For dessert, why don't you try pastries with fresh fruit and rich dark chocolate? The thing that makes Chateau Francois truly unique is the restaurant's location. Our newly-designed chef's deck overlooks our estate vineyards and the beautiful Potomac River. Enjoy the view as you relax over a glass of wine. We look forward to seeing you for dinner.

**86-88 refer to the following announcement.**

Good afternoon. I need to remind you of an upcoming event prior to the beginning of our meeting. Newport Painters are arriving on Tuesday to paint the offices in the west wing of our building. The painters should be here for three days. If you have an office in the west wing, be sure to contact Ms. Peters in human resources to find out where you will be relocated to. Furthermore, remove all confidential files by the end of business on Monday. If you have any further questions, speak to Ms. Peters.

**89-91 refer to the following announcement.**

Good evening, Office Depot shoppers. This is your Office Depot sales manager, Kendra Williams, informing you of some tremendous discounts we have for you in the store today. In our stationary section, all computer paper is available at a 20% discount. Also, shoppers with an Office Depot Preferred Customer Card will receive an additional 5% off of all purchases. Don't forget the electronics department, where computers, faxes, and printers are also on sale. And remember to pick up our new fall catalogue as you leave the store. It's your way of learning more about all that Office Depot has to offer.

**92-94 refer to the following short talk.**

Starting next month we'll be introducing the company's new database computer system. The new network will combine a few features that will help us to stay connected more efficiently, especially on group tasks. Please remember that all files from the old database will not be moved to the new one, so it's essential that all staff back up their files by the end of the month. If you fail to do so, important data could be lost. The full network will require two weeks to install.

**95-97 refer to the following talk.**

Good afternoon everyone and thank you for coming to this year's conference on organizational behavior. My name is Francis Lee and I'll be chairing the conference for the next three days. Each day we'll discuss a new area of organizational behavior.

A few of the concepts we'll be covering include hiring practices, group dynamics and project management. Each of you will be responsible for responding daily to the lectures and posting your responses on our conference website, which also maintains a chat room for you to discuss ideas with your colleagues.

Undoubtedly, during the conference, you will benefit both from the lectures themselves, and by interacting with your colleagues. We wish you good luck over the next three days.

**98-100 refer to the following excerpt from a meeting.**

Good afternoon. This meeting shouldn't take more than 30 minutes. I wanted to make everyone aware of our new computer security system. Previously, we had been able to use any computer within the building freely, without having to log on. Recently, the information technology department updated our computer network, requiring each of us to use a password to access any computer on the premises. This should improve security and allow us to record employee productivity.

**Part 01**

1. (A) The man is holding a pencil.  
(B) The man is sipping a cup of coffee.  
(C) The man is wearing a short-sleeved shirt.  
(D) The man is reading a newspaper.
  
2. (A) Various goods are laid out for sale.  
(B) The orchard is full of fruit.  
(C) The fruits are being placed in bags.  
(D) The fruits have been piled in a truck.
  
3. (A) They're watching a sports event.  
(B) They're turning on the computer.  
(C) They're checking information from reference books.  
(D) They're looking at a computer monitor.
  
4. (A) There are some pedestrians crossing the road.  
(B) There are trees on both sides of the road.  
(C) The road is jammed with traffic.  
(D) Cars are parked on only one side of the road.
  
5. (A) The man is balanced on a ladder.  
(B) The man is painting a picture.  
(C) The man is reading a sign on a building.  
(D) The man is hanging from some cables.
  
6. (A) A worker is loading cargo onto a plane.  
(B) People are seated on an airplane.  
(C) A set of stairs has been pushed up to a plane.  
(D) There are several airplanes at the terminal.
  
7. (A) She is hanging up her coat on a rack.  
(B) She is shopping for clothes.  
(C) She is holding her bag in her hand.  
(D) She is wrapping up the clothes.
  
8. (A) They're dressed in identical uniforms.  
(B) They're walking through the forest.  
(C) They're all carrying bags on their shoulders.  
(D) They're taking a walk in the country.

9. (A) There's a lamppost next to the railroad.  
(B) A train is entering the station.  
(C) The area is heavily wooded.  
(D) A car is driving along the road.
  
10. (A) The man is speaking into a microphone.  
(B) The man is putting away his trumpet.  
(C) The man is playing the musical instrument.  
(D) The man is waving at the audience.

**Part 02**

11. What time does our flight leave?  
(A) By 3 o'clock.  
(B) About three or four times a day.  
(C) It's scheduled to take off at 7:30.
  
12. Where did you leave your glasses?  
(A) By taxi.  
(B) In my office.  
(C) At 9 a.m.
  
13. When will the presentation be over?  
(A) OK, see you then.  
(B) Over there in the hall.  
(C) In about two hours.
  
14. Why were you late for the supervisors' workshop?  
(A) The road construction held me up.  
(B) I'm working until 6 today.  
(C) Yes, the supervisor asked me yesterday.
  
15. How will I recognize the guide?  
(A) It's available.  
(B) Yes, we can make it.  
(C) She'll be waiting near exit 8.
  
16. Do you want me to install the operating system?  
(A) No, it should be delivered on time.  
(B) No, I'll do it myself.  
(C) That is quite a large operation.
  
17. Would you prefer ice tea or lemonade?  
(A) Yes, I can.  
(B) In a refrigerator.  
(C) Ice tea, please.

- 18.** Why don't you complain about the delay?  
(A) It was delayed over two hours.  
(B) Yes, it's very convenient.  
(C) I think I will.
- 19.** What is Ms. Lydia's e-mail about?  
(A) I haven't checked yet.  
(B) Five days ago.  
(C) We've already mailed it.
- 20.** Do you have the product evaluation form?  
(A) Fill out the evaluation.  
(B) No, I left it on my desk.  
(C) He works in an advertising firm.
- 21.** Why is that door locked?  
(A) In the safe.  
(B) Yes, near the exit door.  
(C) It's a restricted area.
- 22.** The final reports are in the cabinet, aren't they?  
(A) I'm not sure.  
(B) Yes, he's in a meeting right now.  
(C) We need more reporters.
- 23.** Who designed the booth for this year's exhibition?  
(A) By the end of next month.  
(B) To the design department.  
(C) One of my coworkers did.
- 24.** Isn't that grocery store open yet?  
(A) No, it's not my fault.  
(B) No, I think it usually opens at 9 o'clock.  
(C) I haven't read it yet.
- 25.** Where is the working capital coming from?  
(A) From headquarters.  
(B) Yes, for the next few months from now.  
(C) It's not expensive.
- 26.** Let's check the chart one more time before our meeting.  
(A) I've already looked it over twice.  
(B) We should submit it on time.  
(C) He's leaving to take the chart.
- 27.** It's expected to rain tomorrow, isn't it?  
(A) The report is due tomorrow.  
(B) No, I haven't seen it.  
(C) No, it's going to be sunny.
- 28.** Have you finished writing the monthly report?  
(A) Please write clearly.  
(B) It's almost complete.  
(C) Yes, it'll be finished by Monday.
- 29.** Doesn't Mr. Tanaka work in the personnel department?  
(A) No, I'm not here anymore.  
(B) Yes, I prefer to walk.  
(C) No, he retired two weeks ago.
- 30.** Let's not make revisions until we get more accurate information.  
(A) Oh, I think we already have enough data.  
(B) No, I like the fresh air.  
(C) I don't know how to make it.
- 31.** Who won the contract to build the new bicycle path?  
(A) Yes, we don't expect to win this year.  
(B) Creative Construction.  
(C) Congratulations!
- 32.** Should complaint forms be sent to the manager, or the consumer affairs department?  
(A) Yes, I agree with you.  
(B) The customers were very upset.  
(C) It depends on the nature of the problem.
- 33.** When does the editorial department issue the newsletter?  
(A) By registered writers.  
(B) On the last day of the month.  
(C) A parking permit was issued yesterday.
- 34.** We've just purchased several new copiers, haven't we?  
(A) Yes, we ordered them over the internet.  
(B) It's included in the purchase price.  
(C) Cream and sugar.



35. Where do you think is the progress report?

- (A) It progressed more rapidly.
- (B) I put it in the cabinet by the door.
- (C) They will report your records every week.

36. I'm going on my coffee break.

- (A) Thanks, but I don't need any help.
- (B) A mechanic will fix it.
- (C) I'll join you.

37. You are planning to attend the formal computer training session today, aren't you?

- (A) No, I couldn't see the training schedule yesterday.
- (B) It's compulsory, isn't it?
- (C) New computers for new employees.

38. How did you get such a good price on the office furniture?

- (A) We got a special discount.
- (B) I took a taxi to the theater.
- (C) Yes, she's at the office.

39. This local map is really complicated.

- (A) I'm not really good at comparing figures.
- (B) Nearly one week ago.
- (C) Where are you trying to go?

40. Are you finished with that market research report, or do you need more time?

- (A) Give me another hour or so.
- (B) The store closes at 5:00.
- (C) All the trains are on time.

## Part 03

41-43 refer to the following conversation.

- M: My Internet service is so slow. It's really affecting my work. I think it's time that I changed Internet providers.
- W: You should contact Roger's Inc. That's the company that I use. They have great service staff, and their technical support is the best in the industry.
- M: Thank you for the suggestion. I'll keep that in mind.
- W: And when you call, don't forget to mention my name. They'll give you a new contract discount and credit my account for referring a friend.

44-46 refer to the following conversation.

- M: Maria, were you able to ship the product for the customer's order in time for delivery?
- W: No, the shipping office was closed this morning. I've already faxed them twice this afternoon to remind them.
- M: Would you please try calling them? I have to contact the customer this evening, and I'd like to let him know when the delivery will arrive.
- W: OK, I will do it right away.

47-49 refer to the following conversation.

- M: Angela, I've just confirmed the departure times and it looks like our train will be delayed a couple of hours. It's now expected to leave at 7:00.
- W: That's a big problem. We won't arrive in London in order to make our 9:00 meeting with our partners.
- M: It will be okay. I was going to contact them anyway to confirm that they received the documents I couriered earlier today.
- W: Alright, so you can let them know our situation.

50-52 refer to the following conversation.

- M: Good afternoon. I am here to deliver two parcels for Karl Michaels. Is this his office?
- W: Yes, but Mr. Michaels is out of town on business. However, he should be back this afternoon.
- M: Are you able to sign for the documents? Or would you prefer that I return in a couple of hours?
- W: I can sign for them. Just put the packages on the desk.

53-55 refer to the following conversation.

- M: Welcome to Mitchell's. Do you want to hear about our specials today?
- W: I don't know what I feel like, so what would you recommend for lunch?
- M: Well, our club sandwich is very popular, and I particularly like the chicken fingers that come with curly fries. Does that sound good, or shall I name some other options?
- W: I think I'll look over the menu one more time before I order. While I'm thinking, could you get me a chocolate milk?

56-58 refer to the following conversation.

- M: Hello, I'd like to apply for a credit card.
- W: Do you have any identification containing both your address and signature, sir?

- M: Yes, of course. Here's my driver's license. Do you require any other forms of ID?
- W: No, this driver's license is good enough. Why don't you start filling out this form while I photocopy your driver's license?

**59-61 refer to the following conversation.**

- M: So, Sarah, has the bank contacted you since your interview with them?
- W: Yes, they phoned this morning. They want me to meet with the vice-president of the company next Monday.
- M: That's wonderful news! What time is the interview?
- W: They wanted to meet in the afternoon, right after lunch. But I asked if I could have the interview in the morning instead.

**62-64 refer to the following conversation.**

- M: Ms. Jeffrey, I won't be able to attend the seminar on Friday, so could you take notes for me?
- W: No problem, Mr. Pauls. Are you finally going on that vacation you've been talking about?
- M: No, unfortunately not. I have to leave for New York tomorrow morning to meet with our new client. We'll be discussing negotiations for the contract at his office, so I'll need a few extra days to finalize things.
- W: Wow, good luck with the talks. I heard that the Johnson & Johnson contract would bring in a lot of revenue. I'll let you know if they discuss anything important at the seminar on Friday.

**65-67 refer to the following conversation.**

- M: Ms. Dias, we'd like to introduce the Spanish edition of Marketing a Successful Product by the end of the quarter.
- W: That would mean I would have less than a month to complete the translation. That won't be enough time to translate a 75-page article.
- M: Well, we may be able to delay the publishers a couple of extra weeks. Would that be better for you?
- W: If I dedicate myself exclusively to the project, five weeks could be possible.

**68-70 refer to the following conversation.**

- M: Did you see the review written up about Tangy Bangkok? It sounds like it has the best Thai food in town.
- W: I read the article, but I don't know if I agree. I had

lunch there with Bill this past Monday. The food was just so-so, and the service could have been much better.

- M: Wow! That's surprising. What did you think of the atmosphere? The write-up said it was really fun.
- W: Yes, it was quite unique, but it doesn't make up for the outrageous prices and average dishes.

**Part 04**

**71-73 refer to the following telephone message.**

Miss Damon. This is Peter Bedford calling from the Air-Italia Airlines security desk. I'm happy to inform you that we have located your baggage from flight AI 893. We'll be delivering it to the Nardizzi Hotel. I believe this is your location while you're staying in Rome. The delivery should arrive this afternoon before 4 p.m. Should you have any questions, please contact me at 1-888-567-4FLY. We sincerely apologize for any inconvenience this may have caused you and thank you once again for your continued patronage.

**74-76 refer to the following announcement.**

Good evening, shoppers! Our store will be closing in 10 minutes. Please take all of your purchases to the nearest cashier counter. And don't miss out on our specials available in the cleaning products section. All laundry detergents are at 25% off the original sticker price. The customer service desk is now closing. Should you have any questions, please ask to speak to the manager on duty, Ms. Barbara Henderson. We're pleased to announce that our regular business hours have been extended to serve all your shopping needs. Beginning next Monday, our new hours of operation will be 8 a.m. to 10 p.m., every day of the week. We'd like to thank you once again for choosing Bargain Hunters and we look forward to serving you again.

**77-79 refer to the following talk.**

Welcome to Peller Morrison. My name is Cameron and I will be serving you this afternoon. We have two special dishes prepared by our chef this lunch. I would highly recommend both the sun dried tomato and feta stuffed chicken or the wild rice stuffed bell peppers. Both items are priced at 17 dollars and are served with a cup of soup and a side salad. Our pastry chef has also added an item to the dessert menu. It's a lavender infused mousse cake served with chilled whipped cream for 8 dollars. Would you like something to drink while you are making your decisions?

**80-82 refer to the following announcement.**

Good morning. As director of the Phases Company marketing department, I am happy to announce today some great news. Our company has achieved record sales this quarter, a jump of nearly 15%. I believe this growth is directly related to the excellent advertising our team developed to promote the new product line. I am confident that you will be thrilled to hear that due to the positive growth, all Phases Company employees will receive an increase in their yearly bonuses.

**83-85 refer to the following radio report.**

Good evening. This is Dilana Miles at PRCK Light Jazz, your favorite jazz music station. I wanted to remind all of you that Kevin Onawa, a renowned pianist, will be performing with the Toronto Symphony Orchestra tomorrow night. At eighty-nine years old, Mr. Onawa will be the oldest member to ever perform a piano solo alongside the famous group. The concert will be aired on PRCK Light Jazz from 6 p.m. to 8 p.m. We are also thrilled to announce that Mr. Onawa will join us here at PRCK Light Jazz Friday morning. Be sure to remember to listen to this once-in-a-lifetime interview. That's Friday morning at 9 a.m.

**86-88 refer to the following introduction.**

Ladies and gentlemen, we are extremely honored to have tonight's guest speaker here with us. I'm sure I don't have to remind you of Dr. Nathan East's most prominent works, including his research on the effects of global warming. After listening to Dr. East speak at the Global Environmental Agenda in Tokyo last summer, I asked him to present here tonight, though I was surprised to hear that he would be interested in speaking to such a small group like ours. Dr. East's talk tonight is entitled "Simple Ways to Reverse the Effects of Global Warming." We are pleased to have you with us, Dr. East.

**89-91 refer to the following broadcast.**

Good evening. Thank you for joining us here at Gossip Central. I'm Jenny Jenkins. We have a special guest with us here in the studio today, Ms. Sarah Polly, director of the hit movie "Jumping through Hoops." Actors and producers alike have praised Ms. Polly's directorial debut as reaching new heights in Hollywood. The storyline of this film mirrors the hardships that

Sarah herself has faced throughout her life. After many years of struggling in the film industry, it looks as though Ms. Sarah Polly has finally caught a break. So Ms. Polly, how did you stay motivated over nearly a decade? Ten years can seem like a lifetime. Many people would have given up after just five years or so.

**92-94 refer to the following advertisement.**

Good morning, this is Christina from Jiffy Lube Car Services. We've been a member of the Better Business Bureau for over five years, and we're proud to announce the grand opening of our new and improved store. That's right, we've expanded. We still offer the same great service on oil changes, tire rotation, alignment, and windshield repair. To celebrate the grand opening of our new store, we are offering a special discount. Only this weekend, purchase any discounted service package and receive a free oil change. If you would like more information, or to book an appointment, please call us at 679-7310.

**95-97 refer to the following news report.**

Next up at 6:00, a special look at health care. But first, at the city courthouse today, members of the community met with local law enforcement officials to discuss the growing problem of violence. Domestic disputes were the main area of concern. The police force is considering a zero tolerance policy with regard to arrests. Many supporters of the decision feel that it will help to make the community a safer place. And judges believe it will reduce the number of cases brought to court. However, a few upset citizens joined the talks downtown to raise concerns about the possibility of false accusations and wrongful arrests.

**98-100 refer to the following telephone message.**

Hello, Bob. This is Wanda St. Pierre from parking services. I wanted to inform you that the parking garage will be under repairs beginning on Tuesday while some issues with the facilities are taken care of. The project should require three days, and the area should be available by Friday. I realize that many of your employees drive to work, so please apologize for any inconvenience this may cause them. A shuttle bus will be provided from the main entrance each morning and afternoon on Wednesday and Thursday. Let me know if you have any downtown meetings, and I should be able to arrange transportation.

**Part 01**

1. (A) He is leaning against a tree.  
(B) He is sitting in a restaurant.  
(C) He is mowing the grass.  
(D) He is watering the lawn.
  
2. (A) A patron is seated at a table outside.  
(B) The chairs have been placed on the tables.  
(C) The tables have been set for a meal.  
(D) The chairs are arranged around the tables.
  
3. (A) A clerk at the counter is helping the customers.  
(B) People are waiting in line for their turn.  
(C) One of the men is paying for his food.  
(D) People are standing in front of the hotel.
  
4. (A) They're digging a ditch.  
(B) They're cutting the tube into pieces.  
(C) They're working with the pipe.  
(D) They're measuring the pipe.
  
5. (A) The man is standing at the rear of the vehicle.  
(B) All of the car doors are open.  
(C) The tires are being removed from the vehicle.  
(D) The man is loading a box on top of the vehicle.
  
6. (A) They're ascending a staircase.  
(B) They're passing people in the hallway.  
(C) They're riding the escalator to the next floor.  
(D) They're waiting for the elevator.
  
7. (A) The boats are docked at the harbor.  
(B) Travelers are climbing into a boat.  
(C) The boats are heading out to sea.  
(D) A shipment is being unloaded at the port.
  
8. (A) They're throwing the ball into the air.  
(B) They're playing a game on the ground.  
(C) The game is being played indoors.  
(D) They're taking a break under the trees.

9. (A) T-shirts are hanging in the closet.  
(B) The people are shopping at an indoor market.  
(C) Sale items are displayed outside the store.  
(D) The people are stuffing some clothes into a bag.

10. (A) The boats are racing through the water.  
(B) The water is breaking on the shore.  
(C) A group of boats is floating in the water.  
(D) The boats have been pulled onto the beach.

**Part 02**

11. Where is the nearest public telephone?  
(A) We just moved here a week ago.  
(B) To call headquarters.  
(C) There's one by the post office.
  
12. What time is the meeting?  
(A) It's in London.  
(B) I think it starts at 10 a.m.  
(C) Yes, it was really informative.
  
13. How did the new arrival get here from New York?  
(A) The bus is crowded.  
(B) For about a week.  
(C) By airmail.
  
14. We are going to a movie this evening. Would you like to join us?  
(A) Yes, I enjoyed the party very much.  
(B) OK. When is it?  
(C) No, I've already received them.
  
15. Are you sure this disk has enough memory capacity to save all the data?  
(A) Yes, but it must be checked for viruses.  
(B) That's so nice of you!  
(C) I'm sorry for the inconvenience.
  
16. Should we consider hiring a new analyst?  
(A) Let's check the workload.  
(B) He was hired last month.  
(C) I'll have it after my meal.



17. Will you be taking your vacation in July or August this year?  
(A) I'm sure it will be okay.  
(B) It'll be in Hong Kong.  
(C) I haven't decided yet.
18. Would you like to join us for dinner tonight?  
(A) I'm allergic to seafood.  
(B) I wish I could, but I already have plans.  
(C) Let's take them with us.
19. Who sent out this invoice?  
(A) It arrived today.  
(B) Someone in the delivery department.  
(C) Yes, I read it.
20. Should we purchase new fax machines for the office or get multifunction printers?  
(A) We need more computers for the new employees.  
(B) Because the printer isn't working.  
(C) I like the new office building.
21. We really have to go now.  
(A) I really enjoyed the play.  
(B) We have another few minutes.  
(C) Yes, she went to the doctor.
22. Why do you need to cancel your appointment?  
(A) Something came up unexpectedly.  
(B) I was just disappointed.  
(C) On Monday morning.
23. Should we meet for brunch today?  
(A) Sure, I'd love to!  
(B) Yes, we meet regularly.  
(C) That's too many.
24. Mr. Wilson has taken charge of international sales, hasn't he?  
(A) It only includes installation charges.  
(B) No, he's responsible for advertising.  
(C) Call me whenever you like.
25. Where will you be sending this package?  
(A) It came this morning.  
(B) To the address on this note.  
(C) I'd rather go by bus.
26. How will the office equipment be transported?  
(A) Next to the parking lot.  
(B) Sometime next week.  
(C) It will go by courier.
27. Who's in charge of controlling the product quality?  
(A) It's available at no extra charge.  
(B) Our production department.  
(C) Choose the course you like.
28. When is the best time to meet you?  
(A) No, this is my first time.  
(B) Have a good time!  
(C) Between 10 and 11 a.m.
29. What's the timeline for the bid?  
(A) He left last month.  
(B) I've been busy for the past few weeks.  
(C) It hasn't been discussed yet.
30. Aren't you delivering an opening speech next week?  
(A) Yes, but I feel pretty well prepared for it.  
(B) Yes, he was very surprised with the party.  
(C) No, it was delivered on time.
31. You want to adopt a new inventory control system, don't you?  
(A) Most of us do.  
(B) I usually use this system.  
(C) Our inventory is so low this month.
32. Why did Barry request access to the database?  
(A) I've seen it before.  
(B) On his way to the post office.  
(C) To check for any inaccurate information.
33. Do you have a single room with a good view for the weekend?  
(A) We only have doubles at that time.  
(B) No, our trip was delayed.  
(C) Yes, the view was fantastic.
34. What's on the schedule for tomorrow?  
(A) 2:30 p.m.  
(B) I'd like to reschedule my appointment.  
(C) A meeting with the technicians.

35. The list includes the wrong address and information.  
 (A) Tomorrow morning.  
 (B) It was returned.  
 (C) I'll review it.
36. They're going to employ another person, aren't they?  
 (A) No, in the employee lounge.  
 (B) Yes, we need more physicians.  
 (C) Yes, but I'm working overtime.
37. Why don't we prepare the auditorium for the interview?  
 (A) It'll be held in the auditorium.  
 (B) Because we bought some office furniture.  
 (C) That's not a bad idea.
38. Who has the keys to the conference room?  
 (A) Thomas must have them.  
 (B) No, I didn't attend the conference.  
 (C) She's in her office.
39. Did Miss Yoshida finish the designs for the lobby last week?  
 (A) No, she's still working on them.  
 (B) Yes, it's in the office.  
 (C) Let's meet in the lobby.
40. Wasn't Anderson's last item well received by the market?  
 (A) It didn't sell well at all.  
 (B) Yes, I have a receipt.  
 (C) It was checked only yesterday.

### Part 03

- 41-43 refer to the following conversation.
- M: Pardon me, is this the information desk for the leadership training seminar?  
 W: Yes, it is. What is your last name? I'll pull up your registration file and package for you.  
 M: I'm Ted Dyson. And also, do you know where the talk on employee motivation will take place?  
 W: Hmm. It begins at 10 a.m. in conference room A, here in the main convention building.

### 44-46 refer to the following conversation.

- M: Hello, I would like the number for the Sheraton Hotel located in Montreal.  
 W: Which location do you prefer? I have listings for two Sheraton Hotels in the city.  
 M: I don't know the exact address, but I would prefer the downtown location. Also, could you connect the call please?  
 W: Sure. The number is 514-889-2093. Please stay on the line and I'll put you through. Thank you for using Bell Directory Assistance.

### 47-49 refer to the following conversation.

- W: Hello, Jim. I just finished preparing these sandwiches.  
 M: Thanks, Allie. That's so nice of you.  
 W: It was quite a simple recipe. I roasted some vegetables and added them to a couple of slices of baguette.  
 M: That will be a great appetizer as the guests are arriving, and it will go nicely with the beef kebabs I'm grilling. Why don't you set them on the coffee table in the living room next to the fruit?

### 50-52 refer to the following conversation.

- M: I've been trying to contact him all morning, sending faxes and e-mails. Mario's away from his desk. Do you know where he's gone?  
 W: He had to meet with some clients at the downtown branch. Apparently, their documents haven't arrived yet, and he needed to deliver them himself.  
 M: I have some great news. Kensington Market has decided to use our advertising campaign. I'd love for Mario to oversee the project.  
 W: That sounds great. You should try to contact him on his cell phone. He would love to hear the news personally from you.

### 53-55 refer to the following conversation.

- M: I just received my invoice from the gas company in the mail. I can't believe the cost.  
 W: Mine was quite high, too. I think it's because I've been using my heater so much in this cold weather.  
 M: I have as well. However, I still believe it's higher than it should be. Maybe I should contact the gas company to see if their regular rates have increased.  
 W: Sounds like a good idea. Their customer service department is very attentive. Keep me updated on what they tell you.

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#### 56-58 refer to the following conversation.

- W: Bill, were you able to contact technical services about my e-mail account? I'm working out the details of this contract and all of my contracts are set up through that account.
- M: Yes, I did. They'll have someone come over tomorrow morning to take a look at it.
- W: I'm worried that it will be too late. I told our client that I would contact her with the initial outline before our meeting at 1 o'clock tomorrow. Could you contact the support desk again to see if they can reschedule?
- M: No problem. I'll get on that right away. I'll speak to the supervisor on duty to see if they can attend to the problem today.

#### 59-61 refer to the following conversation.

- M: Hello, Sue! Have you reserved your hotel room for this weekend's trade show in Toronto yet? I'm not sure whether I should stay for two or three nights.
- W: I reserved a room for three nights. I want to stay for the morning brunch on Sunday.
- M: That's smart. I'll call the hotel now to make the same reservation.
- W: You should contact them as soon as possible. When I spoke with the hotel manager today he said there were only a few rooms left.

#### 62-64 refer to the following conversation.

- M: Good evening, Annabelle. Will you be joining the other members of our team for dinner tonight? Our reservation is for 8 o'clock.
- W: I thought that you were all going out tomorrow night so that Frank could come.
- M: Well, we wanted to, but Frank said he couldn't make it tomorrow either, so we decided to go out tonight instead.
- W: I see. In that case let me finish my work and I'll meet you at 8:15.

#### 65-67 refer to the following conversation.

- M: Good afternoon. Park Printing. This is George. Who would you like to speak to?
- W: My name is Wilma Jeffries and I run a recruiting agency. I would like to talk to Luke Newberry about having some personalized business cards printed.
- M: Unfortunately, Mr. Newberry and the rest of the sales department have left for the day, but I can direct you to his voice mail if you'd care to leave a detailed message.
- W: Yes, that will be fine. I'll leave him a message then.

#### 68-70 refer to the following conversation.

- M1: Tim! I saw the hydro van parked in your driveway this morning. Was your hydro affected by the wind yesterday?
- M2: No, we never had any damage. However, my neighbors, the Johnsons, lost power when some tree branches fell on their power lines.
- M1: Oh, no. That sounds like quite a mess.
- M2: Yes. Fortunately the cable company will cover the cost of repairing the lines. The Johnsons should have power by the end of the day.

#### Part 04

#### 71-73 refer to the following message.

Good evening. This is the headquarters for the Irish National Bank. The office is now closed. Our regular business hours are 8 a.m. to 3 p.m., Monday to Saturday, with the exception of national holidays. Should you wish to speak to one of our company representatives, please leave a message after the tone. You are also able to check account balances using our touch tone service. You can also use our web service for bill payments, the transferring of funds, or to obtain new product information. Thank you for choosing INB, and we look forward to serving you again soon.

#### 74-76 refer to the following radio announcement.

The township of Lincoln would like to inform its citizens of the upcoming city closures due to festival events. Starting Friday November 9th, St. Paul Street will be closed due to the Annual City Parade. Pedestrian traffic only will be permitted between Church Street and Jarvis Avenue. Priority access will be given to families with small children who wish to attend the event. The streets are expected to reopen Monday November 12th. We sincerely apologize for the inconvenience; however, we do hope that all of the residents of Lincoln will join in the festivities to help make the annual event a success. If you have any questions about other planned events, please contact the city's tourism authority at 239-3497.

**77-79 refer to the following announcement.**

Good afternoon, ladies and gentlemen, and welcome to our third annual Business Awards Luncheon. We will begin with opening comments from last year's Business Person of the Year, after which we will enjoy a buffet-style lunch. Please remember that tickets are still available for next month's charity ballroom dance event, entitled "Under the Sea," which you can purchase at the reception desk. Shortly after lunch we will be acknowledging this year's award winners. Please sit back and enjoy.

**80-82 refer to the following radio advertisement.**

Don't you deserve the most durable wristwatch on the market? You'll never have to worry about damaging your watch again with Thompson's new Skytime wristwatch. Our most recently developed wristwatch is extremely accurate, and is guaranteed for life. Our watches are not only reliable, they're stylish too. If you order now, Thompson will also include a pair of Dark Horse sunglasses with your purchase, and will ship your order within 5 business days. Please phone one of our customer representatives now at 1-800-999-7865.

**83-85 refer to the following announcement.**

I would like to thank you all for joining our board of directors meeting this morning. I wanted to let you know that we have chosen Ms. Josephine Reynolds as a successful applicant for the position of vice president of finance here at Jones & Burwell Consulting Services. After successful completion of our executive training program, Ms. Reynolds will begin work with us in about five weeks. Ms. Reynolds joins us with extensive experience in the finance industry, having worked as director of finance at The Optic Group in London for the past three years. Prior to that, Ms. Reynolds worked for several years as an accountant with The Hudson Bay Company in Madrid. She will now spend four weeks preparing for her new position in our Los Angeles branch office before relocating to our headquarters here in Seattle. We are thrilled to welcome Ms. Reynolds to our group, and we look forward to her success here in Seattle.

**86-88 refer to the following telephone message.**

Hello, June. This is Sue. Would you please tell Jenny and Anne that I'm going to be a few minutes late? We are scheduled to meet at one o'clock this afternoon,

but my lunch meeting with the new clients started fifteen minutes late. We should be getting our desserts in a few minutes, but since it's already 12:45, I'm worried that I won't make it back to the office in time for our meeting.

**89-91 refer to the following excerpt from an interview.**

To respond to your question about how I became involved with political issues, I knew I wanted to become a politician from the time I was a child. After I began studying politics at Queen's University, I knew that I had made the right career choice. When I became president of the university student council I had little time left to spend with my classmates. At age twenty-five, as student council president, I introduced twenty new regulations to try to change the atmosphere of the school. I was proud with what I had accomplished, but I was worried that I wouldn't go beyond student-level politics. However, now after being recently elected as state governor, I am happy to have been given the chance to have become involved so early.

**92-94 refer to the following excerpt from a talk.**

As you are all aware, we've been speaking with Boston Technical College about the training courses it provides for our employees. Despite the fact that these courses are provided free of charge, many of you have expressed concern over lack of interest from some of the employees in your departments. Some staff believe that there is no direct correlation between the courses and their salaries, however as managers we see the advantages that extra training provides. We have spoken with Boston Tech about ways that we can make the courses more convenient for our staff. As a result, we have decided that the professors will teach the courses in our conference rooms here at our company headquarters.

**95-97 refer to the following telephone message.**

Hello, Barbara. This is Jim Michael. I'm calling with regard to the change you had asked for in my travel plans. I've looked into various flights from Calgary to Honolulu and Jet Quest Airlines is the only one that connects in Los Angeles. A stopover flight is actually \$50 less than the original price that I had quoted you, so I have reserved a seat for you on that flight. Please check with your secretary as I have faxed the new itinerary to your office. So, please send me an e-mail



should you wish to book accommodation in Los Angeles. I have found a few hotels in the downtown area, but I'm unsure of your price range. I look forward to hearing from you soon.

**98-100 refer to the following introduction.**

May I have your attention, please? As we end our program today, it is my pleasure to introduce our fifth and final speaker, Ms. Marie Dupont. Ms. Dupont's presentation today will outline her findings on her research in health care. In detail, she will speak of her most recent study on a healthy diet from an early age: following a nutritious lifestyle. You should also be aware that Ms. Dupont has been asked to join a group of medical professionals working on this topic in the field. And I have heard that she will be relocating to Paris to join these doctors for a three-year fellowship. Ms. Dupont will be happy to answer any questions at the end of her presentation. However, if you have a question, write it down on one of the cards provided, so that your question can be read in order for everyone to hear it. Thank you very much for being with us today, Ms. Marie Dupont.

**Part 01**

1. (A) The man is diving into the water.  
(B) The man is fishing from the railing.  
(C) The man is packing up his fishing gear.  
(D) The man is purchasing some fish.
  
2. (A) Neither of the phones is being used.  
(B) The two phones are different in size from each other.  
(C) The telephones are being repaired.  
(D) Each telephone is in a separate booth.
  
3. (A) The worker is preparing to dig the earth.  
(B) There are a lot of leaves on the road.  
(C) The road is being resurfaced.  
(D) The man is driving the truck down the hill.
  
4. (A) They're exchanging a document.  
(B) The man is adjusting his tie.  
(C) They are having a conversation.  
(D) The woman is leaning on the counter.
  
5. (A) The man is buying a ticket at the bus station.  
(B) The man is boarding the bus.  
(C) The man is handing his baggage to a conductor.  
(D) The man is checking the bus timetable.
  
6. (A) The vehicles are being washed.  
(B) The traffic on the street is very heavy.  
(C) One of the cars is leaving the area.  
(D) Cars are parked in the outdoor parking lot.
  
7. (A) They're putting a file in the cabinet.  
(B) They're sitting at a meeting table.  
(C) They're looking at the document.  
(D) They're taking out some papers from their bags.

8. (A) A driver is stepping out of the car.  
(B) The traffic sign is being taken down.  
(C) No cars are on the road today.  
(D) The vehicles are stopped at a traffic light.
9. (A) She is climbing over the fence.  
(B) She is moving the trash cans.  
(C) She is carrying a carton into a building.  
(D) She is jogging along the street.
10. (A) The man is folding up the chairs.  
(B) Most of the seats are unoccupied.  
(C) The man is setting up the stage for an event.  
(D) The chairs have been put out on the grass.

## Part 02

11. Who's going to give a speech this morning?  
(A) No, I can give you a ride.  
(B) The manager will.  
(C) The speech was very informative.
12. Did you work overtime yesterday?  
(A) I always work on Fridays.  
(B) No, I left at two o'clock.  
(C) Okay, I'll be right there.
13. What do you do for a living?  
(A) Fine, how about you?  
(B) No, I was just leaving.  
(C) I'm a personnel manager.
14. When are you going shopping?  
(A) In Rome.  
(B) I'm just browsing.  
(C) Right after lunch.
15. How often do you visit the manufacturing plant?  
(A) Every two weeks.  
(B) For an hour.  
(C) He's staying with a friend.
16. Would you prefer to sit in the corner, or near the window?  
(A) I highly recommend it.  
(B) No, I haven't sent him a bill yet.  
(C) Either would be fine.

17. Do you feel any better after the treatment?  
(A) We treat every employee equally.  
(B) The sooner the better.  
(C) Yes, I'm getting better.
18. The central library closes early today, doesn't it?  
(A) No, I canceled it yesterday.  
(B) Yes, that's what the staff said.  
(C) Yes, I'll call him later.
19. When can you finish drawing up the schedule?  
(A) Yes, they've been sent.  
(B) This afternoon.  
(C) It's for my colleague.
20. What's the fastest way to get to the station?  
(A) I'd take a taxi.  
(B) It's about an hour by train.  
(C) You'll need to check the departure time.
21. What time are we supposed to be at the conference?  
(A) He went to Paris for a conference.  
(B) Three o'clock, I think.  
(C) At the meeting room.
22. Mr. Troy gave an informative presentation yesterday, didn't he?  
(A) Yes, I enjoyed it very much.  
(B) No, I like tea more than coffee.  
(C) He didn't give a reason.
23. That financial company is hiring more consultants, isn't it?  
(A) Because of the high interest rate.  
(B) Yes, they're trying to find the right person.  
(C) Please send this check to Mr. Chang.
24. Where will you stay in Brussels?  
(A) Yes, I was just leaving.  
(B) In half an hour.  
(C) At the Clearview Hotel.
25. He plans to improve the product quality, right?  
(A) Yes, that's his idea.  
(B) No, to the marketing department.  
(C) On the right side.



26. You're taking the summer business course, aren't you?  
(A) No, I usually take a bus.  
(B) Last summer in Hong Kong.  
(C) Yes, I'm planning to.
27. Would you like a ride back to the airport?  
(A) Thanks, I'd appreciate it.  
(B) You're right. It's on the 6th.  
(C) Yes, it's near the airport.
28. Should we review this translation today, or put it off until tomorrow?  
(A) We need to make the revisions today.  
(B) Yes, just put them in the recycling box.  
(C) The view is fantastic.
29. Is it going to cost a lot to repair your computer?  
(A) I'm going to rent a beach house for the weekend.  
(B) Yes, many times.  
(C) The maintenance man didn't think so.
30. Why don't you take a day off to prepare for your trip?  
(A) Yes, I suppose I'd better.  
(B) Yes, I work at a manufacturing plant.  
(C) He's just taking off his coat.
31. Will you be able to take some calls, or should I ask Mr. Chan?  
(A) He didn't make it on time.  
(B) If the phone rings, I'll answer it.  
(C) Okay, I'll call you soon.
32. Why isn't the seafood restaurant open?  
(A) It closes every Friday.  
(B) I can't see the sign.  
(C) The soup is very tasty.
33. Don't you want to contact someone downstairs and let them know the machine is broken?  
(A) Yes, we check regularly.  
(B) No, I can fix it.  
(C) Thanks, but I had a late breakfast.
34. Have they hired a professional advertising company or are they waiting?  
(A) They've just offered some company the work.  
(B) There is an excellent restaurant near here.  
(C) It can wait until the morning.
35. Who is making the hotel reservation?  
(A) The hotel was already booked.  
(B) Perhaps Mr. Chang.  
(C) Submit it by e-mail.
36. Shouldn't we buy the theater tickets in advance?  
(A) Let's go to a movie tonight.  
(B) That's a great idea.  
(C) About advances in construction technology.
37. Why did Mr. Ladd leave without the required document?  
(A) He's returning for it after the meeting.  
(B) He has already typed the document.  
(C) There is none left.
38. How many customers do you visit in a week on average?  
(A) I usually take a taxi.  
(B) Between seven and ten.  
(C) Two weeks ago.
39. Who can help me install this program?  
(A) I have some time after the morning meeting.  
(B) Yes, they were installed this morning.  
(C) It's in front of the building.
40. Do you know the password to access the network?  
(A) They passed the test.  
(B) It was blocked by a password.  
(C) I'm sorry, I have no idea.

### Part 03

41-43 refer to the following conversation.

- W: I've got to go to Mobile Communications after work.
- M: Are you looking at getting a new cellphone?
- W: No, I'm just having mine repaired. My flight for New York leaves in the morning, and I have a few conference calls lined up while I'm there.
- M: Save your receipts. I'm pretty sure the company pays for all business related expenses.

**44-46 refer to the following conversation.**

- W: Good afternoon and welcome to Fiber Optix Plus. What can I do for you?
- M: Well, I have an appointment to meet with Marty Kline.
- W: Sure, I'll contact Mr. Kline's secretary up on the fifth floor. Who can I tell her is here?
- M: My name is Kevin Fleming and I'm here to discuss an employment opportunity with the company.

**47-49 refer to the following conversation.**

- W: We've run out of bagels and rolls and we still have quite a few reservations tonight. Where did you go?
- M: I just stopped by the bakery down the street. Don't worry. We have enough dinner rolls for the evening.
- W: Oh great. Would you give me a hand? A customer at the table closest to the window would like some more coffee.
- M: Sure, I'll go over right away.

**50-52 refer to the following conversation.**

- M: Hello, Judi. Are you still free for dinner tonight? I know a great new restaurant downtown.
- W: Oh, Barry, I'm sorry. I forgot it's my parents' wedding anniversary tonight. We're throwing a party at the Falcon Hotel down by the lake. Would you like to come along?
- M: That would be great. I'd love to meet your family. Have you already reserved a table?
- W: No, but I think I will call during our lunch break. I heard the view from the hotel is just beautiful.

**53-55 refer to the following conversation.**

- M: Sorry to interrupt, but I got this shirt for my birthday a couple of days ago and it seems to be missing a few buttons. Could I exchange it for another one?
- W: Sure, it shouldn't be a problem as long as it was purchased within the past 14 days. Do you have the receipt? I'll need to verify the purchase date.
- M: Oh, I'm sorry I wasn't given the receipt. It was a present from my friend. She just gave it to me on Thursday, though, so I'm pretty sure she bought it recently.
- W: I'm extremely sorry. Unfortunately, it's store policy that all refunds and exchanges must be accompanied by the original receipt.

**56-58 refer to the following conversation.**

- W: Good afternoon. Is this the shipping and receiving office? My name is Patricia Lighten and I'm expecting some documents to arrive this morning. I was wondering if they've been delivered.
- M: Just a moment, Ms. Lighten. I'll look into that for you. No, I'm sorry, there doesn't seem to be anything here for you.
- W: Would you be able to check under my assistant's name? Her name is Wanda Green. There should be two envelopes containing approximately five documents each.
- M: Yes, there are some packages addressed to Ms. Green. I was just about to distribute the mail. I'll be around to deliver them shortly.

**59-61 refer to the following conversation.**

- M: Rebecca, do you know where the Samson file is? I wanted to look over the financial charts before our meeting this afternoon.
- W: I thought I saw Jack with it in the boardroom. Why? What pages in particular were you interested in?
- M: We're hoping to increase profits, so I wanted to do a sales and cost analysis. I'd like to also take a look at each sales representative's figures.
- W: That's a great idea. That way we can see who is doing well, and which people need a little more training. Then we can work in a new course schedule.

**62-64 refer to the following conversation.**

- W: Thank you for contacting Jones & Plane Marketing Inc. This is Diana Plane. What can I do for you?
- M: Hello, this is Francis Smith calling from the Littleton Manufacturing Company. I'm calling to inform you that we've decided to go with your advertising campaign and would like to send you a deposit.
- W: That's great, sir. Which bank will you be transferring the funds from?
- M: Our account is with the London City Bank on Westchester Avenue. Oh, and I'd also like to schedule a meeting with your executives to discuss our promotional video for sometime after September 18.

**65-67 refer to the following conversation.**

- W: Rick, I stopped by the construction site last night. I'm a little nervous. It doesn't look like the

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renovations will be complete in time for the grand opening of my offices.

M: We have been a little delayed because some of the materials didn't arrive on time. But we still hope to be ready in time for the event.

W: Well, the event is scheduled for October 10th, so I was hoping to have the furniture delivered by the last week of September.

M: That shouldn't be a problem. Even if a few more shipments are late, we should still have enough time to be ready by the first of October.

#### 68-70 refer to the following conversation.

W: Do you know whether Josh will return from his holiday before the marketing conference begins on Wednesday?

M: He's scheduled to arrive at Fenway International Airport on Wednesday afternoon, so I don't think he'll be back to work until Thursday. Do you think we should postpone the meeting?

W: That won't be necessary. I'll just have Susan give her notes on the guest speakers to Josh when he gets back.

M: OK, then I will not make any changes to the meeting schedule.

#### Part 04

#### 71-73 refer to the following voice mail message.

Good afternoon. I'm calling to leave a message for Lyle Peters in the laboratory. Hi Lyle, this is Dr. Gina Weston from Northtown Medical Associates. One of my patients, Kelly Sanders, had some blood tests done a couple of weeks ago at your hospital. It has been ten days and I'm still waiting for the results. Could you please get back to me at your earliest convenience to let me know when I can expect to receive her file? I can be reached at 892-6680. Thank you and have a nice day.

#### 74-76 refer to the following talk.

This is the final destination of our tour today. You'll notice that this room is unique in comparison to the other rooms we've looked at today. This is the master bedroom, and despite the fact that it was decorated over the same period, it looks much more modern. The other bedrooms are a more traditional Renaissance style. However, completion of this room did take longer than the others, due to tight finances in the Great Depression. Work was stopped for over two years, until

Mr. Jenkins' business flourished once more. Before you leave the building, let's stop in the gift shop, where replicas of the Jenkins' many treasures are sold.

#### 77-79 refer to the following introduction to a radio interview.

Up next we have Andrea Vector, founder of Beauty First Skincare Products, here in the studio. Beauty First has recently been awarded the BVC Products in Innovation Award for its non-toxic, all-natural facial cleansers and moisturizers. Beauty First products do not contain many of the irritant causing ingredients that other similar cleansers do. Ms. Vector will answer questions on how her previous experience in the cosmetic industry inspired her to develop her own line of beauty care products. Please call 1-889-753-5555 if you have any questions for Ms. Vector.

#### 80-82 refer to the following radio advertisement.

Are you interested in purchasing quality, affordable products for your home? Then you need to visit Design Depot. We have friendly and knowledgeable staff willing to help you with all of your design needs. There is no consultation fee and we are currently offering a 15% discount on all linens and draperies. We guarantee our prices are less than our competitors. To make an appointment with one of our designers, simply call 555-2200.

#### 83-85 refer to the following announcement.

Good evening, ladies and gentlemen and welcome to the Sydney Opera Center. Because tonight's performance will be taped, we ask that all guests refrain from taking photographs throughout the performance. We would also ask that all cell phones and pagers be turned off while the performance is in progress. Thank you for your cooperation and enjoy the show.

#### 86-88 refer to the following traffic report.

Welcome to the 6:00 news. This is Rod Whitmore with a special weather update. If you are on the road this morning we ask that you drive slowly and carefully and expect delays. The rain that began yesterday evening continued throughout the night and into the early hours of the day. However, that precipitation will turn to hail as the temperature drops significantly. The drop in temperature may also cause some icy conditions, so we recommend that you stay on all major routes.

**89-91 refer to the following telephone message.**

Hello, Britney. It's Jesse. I hope everything is going well with you. We're planning to meet on Monday to finish that report I mentioned to you. So, our group would like to get together to celebrate. I was wondering if you'd like to join us on Tuesday night for dinner. We're interested in trying the new Italian restaurant downtown. I'm not sure about what time our reservation is for, but I think it's around 7:30 or 8:00. I'll confirm the time and get back to you. I'd love it if we could get together for a drink afterwards as well. There's a great martini bar around the block from the restaurant. Anyway, give me a call back and let me know. Cheers.

**92-94 refer to the following news report.**

In national news, Algonquin National Park will soon be sold in lots to local builders. On Thursday, the local government met to discuss which areas of the recreation facility will be protected from the change. The Conservation Parks Authority said that the news was both disappointing and tragic for the natural setting and the many species of wildlife. Some politicians, however, are thrilled with the decision to sell the lots of land, since they feel the change will boost the stagnant local and provincial economies. We'll be back with the weather report following this commercial break.

**95-97 refer to the following telephone message.**

Hello, Ms. Blayer. This is Sung Min Lee from the operations department. I was wondering about the guest speakers you have invited for this Thursday evening. I have currently reserved a conference room that will accommodate fifty people. I would like to know if you know how many people will be in attendance. Should you require more room, I will have to see if a bigger conference room is free. As you requested, I set up the projector. I did, however, want to double check what type of computer your presenter will be using as the projector cables differ for a PC and a Mac. I'll be in and out of meetings this morning, but if you leave a voice mail outlining my questions I can facilitate the arrangements. Please let me know if there are any other ways I can be of assistance to you. Thanks.

**98-100 refer to the following news report.**

Research conducted by the Warner Television Network has shown that more people are watching TV than ever before. Experts say the growing number of programs available, as well as increased stress during the average workday, has made people want to relax in front of the TV after a hard day at the office. Networks have reduced the number of commercials shown during programs in order to remain competitive. Initially, companies were unable to handle the loss in advertising money, but recently they have added commercials between programs. With the rise in ratings, viewers can expect to see new television shows developed over the next few seasons.



## Part 01

1. (A) People are putting books on a shelf.  
(B) There are people looking at books.  
(C) The shelves are lined up.  
(D) The books are all the same size.
2. (A) The televisions are hanging on the wall.  
(B) The chairs are all full.  
(C) People are enjoying a movie.  
(D) The televisions are falling off the wall.
3. (A) The men are lying on a bed.  
(B) The men have the same clothes on.  
(C) The men are wearing hats.  
(D) A man is lifting a bed.
4. (A) People are running in the halls.  
(B) People are mopping the floor.  
(C) People are hanging paintings up.  
(D) People are looking at the paintings.
5. (A) A man is getting some water.  
(B) A man is wrapping the package.  
(C) A man is holding a pen.  
(D) Both men are wearing ties.
6. (A) The man is stacking wood.  
(B) The man is working with a forklift.  
(C) The man is driving a cart.  
(D) The man is delivering a presentation.
7. (A) He is tanning in the swimming pool.  
(B) The dogs are running in the water.  
(C) He is playing with his dogs.  
(D) He is feeding his dogs.
8. (A) The buildings are the same height.  
(B) There are buildings next to each other.  
(C) Every building has a balcony.  
(D) Some people are moving into the buildings.

9. (A) All the cords are hanging on the wall.  
(B) Lots of cords are plugged in.  
(C) A man is taking out some cords.  
(D) The cords are lying on the floor.

10. (A) He is cutting down a tree.  
(B) He is bending over with a shovel.  
(C) He is building a house.  
(D) He is making a mark on the wall.

## Part 02

11. When do you leave for Japan?  
(A) It left at 7 o'clock.  
(B) On Thursday morning.  
(C) Yes, they're from Japan.
12. Where can I buy a stapler?  
(A) By car.  
(B) That's a good idea.  
(C) Try the convenience store.
13. Didn't you think the presentation was boring?  
(A) It was a long time ago.  
(B) Let's take a break.  
(C) No, I thought it was great.
14. Hi, I would like to reschedule my appointment with Dr. Roth.  
(A) May I have your name please?  
(B) He was appointed to the board.  
(C) Yes, he's my dentist.
15. Did you see my umbrella anywhere?  
(A) No, it was raining hard this morning.  
(B) Yes, you left it in my office.  
(C) Yes, I saw him at 4 p.m.
16. Would you like to try this jacket on?  
(A) I'm glad you did.  
(B) Yes, it's official.  
(C) What size is it?
17. When did you pick up the contract?  
(A) My assistant will be picking me up.  
(B) Next year.  
(C) I had it delivered to me.

- 18.** Would you rather have cream or milk in your coffee?  
(A) Neither, thanks.  
(B) I made three copies.  
(C) Yes, I do.
- 19.** Why do you go to work so early every morning?  
(A) No, I'm working until 6 today.  
(B) Go to the security office.  
(C) So I can avoid the traffic congestion.
- 20.** How could you complete the blueprints for the new building so quickly?  
(A) No, I'll call back.  
(B) I had some help.  
(C) We should complete it tomorrow.
- 21.** Could you please turn the volume down?  
(A) Down the hall and to your left.  
(B) Turn left at the light.  
(C) I'm sorry, I'll turn it down.
- 22.** If your flight arrives after 4 p.m., I think you should rest throughout the remainder of the day.  
(A) As soon as the plane arrives.  
(B) That's a lovely idea.  
(C) The afternoon would be good.
- 23.** Who's going to prepare for the interview?  
(A) Yes, it's a nice view.  
(B) I think it's at 9 or 9:30.  
(C) The personnel department will.
- 24.** Aren't the research proposals due soon?  
(A) Yes, a researcher will be here soon.  
(B) Yes, the deadline's tomorrow.  
(C) It was quite comfortable.
- 25.** I can help evaluate employees' performance.  
(A) That should save me some time.  
(B) We didn't receive any course evaluations.  
(C) That was a great performance.
- 26.** Would you like to go out for dinner after the seminar?  
(A) Yes, how about Italian food?  
(B) I've been there already.  
(C) Yes, last year.
- 27.** What's the extension for the product support center?  
(A) Satisfaction!  
(B) 555.  
(C) 5 dollars.
- 28.** Do you know why Ms. Lopez is convening a meeting?  
(A) To introduce her new secretary.  
(B) We had to submit the report.  
(C) Sure, let's meet in the cafeteria.
- 29.** I don't like the mood at this place.  
(A) Are you bored?  
(B) He is very moody.  
(C) It looks like a new tie.
- 30.** Do you know who will be replacing Alan when he retires?  
(A) Yes, Mary has replaced the tires.  
(B) It hasn't been decided yet.  
(C) This town is known for its seafood.
- 31.** Mark has to submit his expense report to accounting, doesn't he?  
(A) Yes, it's very expensive.  
(B) Sorry, I can't count exactly.  
(C) The manager said it's not necessary this time.
- 32.** Where is the best place to buy office supplies?  
(A) The item there is always good.  
(B) They're very reliable suppliers.  
(C) Thompson's.
- 33.** Isn't there a recently released version of this computer program?  
(A) That's the only one we have.  
(B) No, I don't think we need to buy it.  
(C) No, they're selling well.
- 34.** Is the new programmer we hired getting used to the work?  
(A) Sure, she found a new place.  
(B) Yes, she's doing well.  
(C) No, I don't think it's necessary.

35. Should I have the itinerary sent to you or will you pick it up?  
 (A) I'll stop by to get it.  
 (B) No, she can pick up the car.  
 (C) Yes, she grew up in Paris.
36. We received the final approval last week, didn't we?  
 (A) Actually, almost a month ago.  
 (B) We sent it by e-mail.  
 (C) It was hard to prove.
37. Is there a faster way to process the test results?  
 (A) Buses go very fast on this street.  
 (B) Only a few minutes away.  
 (C) Submit them in person.
38. Why does Mark want to work the night shift tomorrow?  
 (A) He's got an appointment with Dr. Charles during the day.  
 (B) No, his coworker retired.  
 (C) I think we treat every worker equally.
39. How about sending the samples this afternoon?  
 (A) No, by train.  
 (B) It's a new model.  
 (C) Sounds like a good idea.
40. How should we dramatically improve our methods of production?  
 (A) I like comedies more than dramas.  
 (B) Well, that's an improvement.  
 (C) There's a research team working on it.

## Part 03

### 41-43 refer to the following conversation.

- M: Hello, what time are you open in the morning? I'd like to come in and purchase a gift for a colleague.
- W: We open at 9 a.m., but unfortunately we open at noon on Saturdays.
- M: I should be able to get there by 9, but are you able to hold something for me until Monday in case I can't make it in?
- W: No, I'm very sorry. We don't hold anything because people rarely return to purchase the items.

### 44-46 refer to the following conversation.

- W: I'm available to help the next person.
- M: Hello, I'd like to purchase two tickets to Friday's concerts.
- W: Unfortunately we only have seats available in sections C and D. Would that be okay?
- M: I would have preferred section B, but I guess I'll take the best seats available.

### 47-49 refer to the following conversation.

- W: I'd like to send these files to Kimberly Dawson. Do you have her e-mail address?
- M: No, I don't. But Jim in HR should have a list of all company accounts. I'll get it from him and forward it to you later today.
- W: That would be great. I have a number of new clients that I need to set up meetings with, so I'd like to let my supervisor know.
- M: Well, make sure that you contact Sam as well. The company has decided that both a director and a supervisor should be present at all new client meetings.

### 50-52 refer to the following conversation.

- W: Brian, are you available to pick me up at the train station tomorrow afternoon? I'll be coming back from New York after the conference ends.
- M: I have meetings until 3, but if you're scheduled to arrive at around 6, I'll be there.
- W: Well, the train should be at the station at 5, but I can stay and wait. I'll go over my notes of the conference until you arrive.
- M: Great. I'll be there at 6 then. Why don't we go for dinner to discuss our presentation on Friday?

### 53-55 refer to the following conversation.

- W: Karl, have you completed the financial reports? I have to determine next year's budget before my important meeting with the director this afternoon.
- M: Sorry, not yet. It seems like I've been answering my phone all morning and I can't seem to find the time to finish them. My clients are very demanding.
- W: Really? I met your clients at last month's social function and they seemed reasonable. Ask Jenny to help you finish the financial reports. I'll be away for a few hours, so she can use the computer in my office.
- M: That sounds good, but be sure not to lock your door because I don't have a key.

**56-58 refer to the following conversation.**

- M: Hi, Vanessa. Have you heard from the finance department? I'm still waiting for the financial reports for this quarter.
- W: I was talking to Jill in finance a few minutes ago. She doesn't think they'll be done this week. They've been really busy preparing the budget for next quarter.
- M: That's ridiculous. We have to get them to work on our charts first. I just got an e-mail from the director, and the vice president is coming from New York to review our progress.
- W: Wow, I'll call the department manager and tell her to make this quarter's reports a priority.

**59-61 refer to the following conversation.**

- W: Fiona told me that you've decided to hold the convention in Miami.
- M: Yeah, I can't wait. Actually, we were thinking of Singapore at first, but the price of the airline tickets is too high due to the seasonal demand.
- W: Well, Singapore is fantastic. I spent my last vacation there and had a great time.
- M: Really? Many people said that they found it difficult to communicate while there.

**62-64 refer to the following conversation.**

- W: We were asked to save all of this month's computer files in order for the IT department to change servers. However, I think that the files are too large. Where should we store them?
- M: Well, we could reconfigure the computer network to gain storage. What about that?
- W: That sounds good. Let's try that. Do you know how to reconfigure the network?
- M: I have no idea. The IT department will probably know how. I'll call them now.

**65-67 refer to the following conversation.**

- W: Have you contacted the convention center to confirm how many guests will be attending the conference?
- M: I haven't had a chance yet. I'm still going over the names of the clients that we are considering inviting.
- W: Well, please try to get to it as soon as possible. If we postpone it much longer, we may not be able to get the staff to do everything we would like in time.
- M: I'll contact a few clients to confirm whether or not they will attend. I can finish it this afternoon.

**68-70 refer to the following conversation.**

- M: I have so many meetings this afternoon. I really don't think that I'll be able to complete the installation of our new software before Tuesday.
- W: That shouldn't be a problem. A few extra computers are scheduled to arrive on Friday, and the technical team won't finish reconfiguring the new network before Monday.
- M: That's great. I'll be sure to be done by then. Oh, did you want me to check the Internet connection?
- W: Yes, sometimes I can't log on to the website. I think there are some problems with the Internet.

**Part 04**

**71-73 refer to the following advertisement.**

Thanksgiving is a time for families to get together and be grateful for their health and happiness. The best way to capture these moments is with a Canax digital camera. The quality and color in the pictures will help you go back to that moment in time. Now is the time to head down to Gibby's Electronics for our annual holiday clearance sale. All of your favorite brands are now marked down to a fraction of the price. Conveniently located on Geneva Street, next to the downtown arena, Gibby's Electronics can fulfill all of your electronics needs. Stop by to see us today!

**74-76 refer to the following recorded message.**

Welcome to Zodiac Computers customer helpline. We are happy to assist you with any of your computer-related questions and concerns. If you have a question relating to downloading software, press one. If you require help setting up an Internet connection or network, press two. For a list of our store locations, press three. If you would like to order a product and know the serial code, press four. If you need to speak to a computer technician, press 0. To listen to the options again, press 9. Please visit our website during the next two weeks and download Zodiac coupons, which can be used at any of our fifteen store locations. We appreciate your business and we will make every effort to provide you with the products and services you need.

**77-79 refer to the following short talk.**

I would ask everyone at this time to turn in your company manual to page 15. This chapter of the manual details our company policies. As you read over

the various policies, please pay attention to those relating to customer service. I will give you a few minutes to read these policies and then we will discuss them as a group. Once you have finished reading, please turn to the person sitting next to you. Discuss with your partner how you can better serve your customers. After you have spent a few moments speaking with your partner, write down your ideas on a piece of paper. At the end of this seminar you will have a chance to share your ideas with the rest of the group.

**80-82 refer to the following talk.**

We would like to welcome you all here today to the Downtown Juniper Office Complex. You have been asked to join us because, as investors, you have all played a significant part in getting this project started. Presently, we have rented nearly 80% of the office space, and I must add that we are thrilled with the results. I'd like to start by taking you for a tour of one of the model offices. Following the tour, I would like to invite you to join me in the building's 5-star restaurant for a tasting of some of our delicious lunch specials. And once again, thank you for your continued support with the completion of this project.

**83-85 refer to the following telephone message.**

This is the customer service line for Quickstart Internet Service. All of our agents are currently on the line serving other clients. Our hours of operation are 9 a.m. to 6 p.m., Monday to Friday. Please stay on the line to schedule an appointment. At the time of installation, please have your order number and a check or money order to cover the fees. The installation cost is \$59.95. It should only take about 25 minutes, and you will be able to access the Internet immediately. Someone must be present at the time the technician visits, so if you are not available, you must make another installation appointment. Thank you for choosing Quickstart Internet Service.

**86-88 refer to the following introduction.**

Good afternoon. It is with great pleasure that I introduce Dr. Meg Robertson. Dr. Robertson is the leading research associate at the Clear Environmental Research Group. For the past 8 years, the center has been responsible for developing some of the most unique methods related to the fight against global warming. Dr. Robertson has joined us here today to talk about her group's most recent efforts to reduce the

harmful effects on the environment. There will be a question and answer period following the talk. Please give a warm welcome to Dr. Meg Robertson.

**89-91 refer to the following telephone message.**

Hello, Mr. Underwood. This is Maria Avila calling from Warehouse Office Supplies Limited. I just received your e-mail regarding your company's purchase of computers and printers. Unfortunately, the printer model that you had requested is presently unavailable, and won't be in stock for another couple of months. We do, however, currently have another printer model that is comparable to the original one that you had requested. We are willing to loan you this model while you are waiting for the other shipment. There are no problems with the computer order. We will have your delivery shipped by Thursday afternoon. Please contact us about how you would like to proceed with respect to the printers. Thank you for your cooperation and we hope to hear from you soon.

**92-94 refer to the following introduction.**

We would like to thank you all for joining in the grand opening of the Fallsview Ballroom & Theater. Tonight's opening performer demonstrates the kind of classical talent that we will be showcasing over the next few months in our six-part series. We believe that these performances, and the overall charm of the Fallsview Ballroom & Auditorium, will add to the cultural charm of the area. And now let us begin tonight's performances. We do ask that you switch off any cell phones and pagers at this time. There will be a ten-minute intermission between each act at which time refreshments will be served in the main entrance. Thank you for your cooperation and enjoy the evening.

**95-97 refer to the following announcement.**

The last item to talk about today at this afternoon's meeting is the company's new policy with regard to expenses. We have discussed and approved two changes. The first has to do with receipts and invoices. Firstly, all bills must be submitted on the last day of each month. The other major change has to do with company accounts. We have also increased budgets by 5%, so as to accommodate all employees. Part-time employees will be given a company credit card to use for travel and meal expenses when dealing with corporate clients. Please speak to Sally in HR before the end of the week to receive your card.

www.sachtriviet.com  
0977.158.182

**98-100 refer to the following phone message.**

Good morning, Jemma. This is Irene Smith from Dr. Baker's office. I am calling to confirm your appointment for 8:30 a.m. on Wednesday morning. Please arrive at least 15 minutes prior to your appointment so that we can fill out the appropriate forms. Don't forget to bring your health insurance card and a piece of photo ID to the appointment. In total your physical examination shouldn't take more than 20 minutes, but you may need to stay afterwards for some blood tests. Dr. Baker should be able to provide the results of your tests within 2 weeks. So remember, your appointment is at 8:30 a.m. on Wednesday morning. Please call us if you have any questions. See you then!



**Part 01**

1. (A) The boats are floating in the water.  
(B) The boat is being pushed into the water.  
(C) The boats are crashing into each other.  
(D) The boats are sailing on the open sea.
  
2. (A) The children are washing a car.  
(B) Several people are getting into a vehicle.  
(C) Some tools have been piled up behind a vehicle.  
(D) The children are leaning against a car.
  
3. (A) The man is moving down the slope.  
(B) The man is climbing a ladder.  
(C) The man is wearing a safety helmet.  
(D) The man is cutting the rope.
  
4. (A) People are putting fruit in the baskets.  
(B) The people are making price tags.  
(C) The woman is looking at some fruit.  
(D) A customer has his arms folded.
  
5. (A) The men are using a ladder to climb a cliff.  
(B) The cable has been rolled completely into a coil.  
(C) Construction workers have closed off the road.  
(D) The electricians are working on the cables.
  
6. (A) The road through the forest has been paved.  
(B) There are tracks in the field.  
(C) People are farming in the field.  
(D) Farm machines are parked near a building.
  
7. (A) Some people are playing musical instruments.  
(B) People are watching the performance.  
(C) People in the back are gathered for a meeting.  
(D) The performers are bowing to the audience.
  
8. (A) People are crossing the street.  
(B) The cars are stuck in traffic.  
(C) The traffic is moving in both directions.  
(D) There are arrows painted on the road.



9. (A) Framed pictures have been placed on the tables.  
(B) Many pictures are being developed.  
(C) There are a lot of pictures posted on the wall.  
(D) A man is hanging pictures on the board.
10. (A) The man is reading a sign in the park.  
(B) The man is sitting on a bench.  
(C) The man is holding an umbrella.  
(D) The man is planting a tree.

## Part 02

11. When is the new economic report due?  
(A) 20 pages.  
(B) By the end of the month.  
(C) A new supervisor.

12. Would you prefer milk or juice?  
(A) From Russia.  
(B) Not at all.  
(C) Juice, please.

13. Do we have to pay for the tickets?  
(A) No, the company pays for them.  
(B) Yes, it's a beautiful city.  
(C) No, I sent them by fax.

14. Who sent us these financial reports?  
(A) Brian did.  
(B) By e-mail.  
(C) To review them.

15. Why did you choose that office?  
(A) We need to choose a delegate for the conference.  
(B) It has a great view.  
(C) Two days ago.

16. What should I wear when we attend the conference?  
(A) I'd recommend a suit and tie.  
(B) I bought it yesterday.  
(C) Over there in the fitting room.

17. Didn't I write down your company name correctly?  
(A) Yes, it's right over there.  
(B) No, it has two J's, not one.  
(C) I'm sorry, I can't.
18. Margaret McCarthy is the head of advertising, isn't she?  
(A) Yes, I work in the advertising department.  
(B) No, she didn't make it.  
(C) Yes, she just got a promotion.
19. Where did you go on your summer break?  
(A) At the end of the year.  
(B) Vali, for a change.  
(C) The camera lens is broken.
20. Should there be more strict safety regulations at the workplace?  
(A) Yes, but it takes place in September.  
(B) No, it's in the safe.  
(C) No, the present rules cover everything.
21. How long have you had this job?  
(A) For almost five years.  
(B) It is five kilometers away.  
(C) I work five days a week.
22. Aren't you meeting with the real estate agent today?  
(A) No, our meeting was canceled.  
(B) By bus, usually.  
(C) To find a new office.
23. What's the exact size of the new office?  
(A) It is conveniently located.  
(B) Yes, it has three meeting rooms.  
(C) I'm not sure.
24. Who can give us some assistance with the advertising campaign?  
(A) Yeah, it's really helpful.  
(B) Mr. Ramirez can help us with that.  
(C) No, she's a part-time assistant.
25. Are the marketing reports nearly ready?  
(A) What are you reporting?  
(B) Nearly a year ago.  
(C) We need more time.

26. Excuse me, is this the express bus for Tokyo?  
(A) We'd rather take a taxi.  
(B) Sorry, I'm not sure myself.  
(C) To express a concern.
27. This report looks pretty impressive, doesn't it?  
(A) I'm just browsing.  
(B) Yes, they've done a good job.  
(C) Tomorrow morning looks good.
28. Why didn't anyone answer the phone this morning?  
(A) Sure, that's a good idea.  
(B) You can use my phone.  
(C) I think the office is closed today.
29. Where should I keep these company letterheads?  
(A) In the cabinet by the door.  
(B) Late this afternoon.  
(C) My assistant will order them.
30. The maintenance department will install another air purifying system in the cafeteria.  
(A) No, I can't.  
(B) Good. It's hard to breathe in there as it is.  
(C) I'm not hungry yet.
31. Why don't we go over the research results next?  
(A) We could do that.  
(B) Yes, she did.  
(C) Usually once a year.
32. When is Amelia's resignation going to be officially announced?  
(A) Yes, he was fired.  
(B) Congratulations on your retirement.  
(C) At the next board meeting, I think.
33. Would you prefer to meet in the meeting room, or somewhere else?  
(A) Someone else will take it.  
(B) Let me reserve the cafeteria.  
(C) Yes, he's in a meeting.
34. Don't you think we should start looking for a different distributor?  
(A) No, it's a different kind of paper.  
(B) I'm not looking for a job.  
(C) You're probably right.

35. How long will it take to implement the new procedures?  
(A) Approximately two months.  
(B) By analyzing procedures.  
(C) About a new policy.
36. Why hasn't the new equipment been installed yet?  
(A) It's from Asia.  
(B) No, I'll use other devices.  
(C) They're waiting for an additional part.
37. When will the technical support team arrive from London?  
(A) About seven or eight people.  
(B) The plan hasn't been confirmed yet.  
(C) They worked cooperatively.
38. Don't you want to join us for the free trip to Disneyland?  
(A) Yes, I'm looking forward to meeting her.  
(B) No, he usually wears a uniform.  
(C) Thanks, but I went last month.
39. It was quite unexpected to see a long line at the new restaurant on the corner.  
(A) About twenty dollars.  
(B) Yes, it was surprising to me, too.  
(C) Medium rare, please.
40. How did you manage to find the new apartment near the office?  
(A) The present tenant is a friend of mine.  
(B) Yes, the manager will be here on Tuesday.  
(C) It's near the post office.

### Part 03

41-43 refer to the following conversation.

- W: Do you have your train ticket for Denver yet?  
M: No, all of the tickets are booked because of the holidays.  
W: Well, I think things will quiet down by Sunday. Why don't you try to leave on Tuesday?  
M: That won't work. Negotiations with the clients are scheduled to begin on Monday.



**44-46 refer to the following conversation.**

- M: Hello, Bill. How was the luncheon yesterday?
- W: I wasn't able to go. I was working on finishing up that presentation we had for the new clients this morning. But a few of us are looking at going out tonight after work. Would you care to join?
- W: That would be great. Is it martini night at the new restaurant again?
- M: No, tonight they have a discount on appetizers. The special starts at 7:00, so let's meet in the lobby at 6:30.

**47-49 refer to the following conversation.**

- M: Can you believe the lineup? Why are so many people at the bank in the middle of the day? We're going to waste our whole break waiting in line!
- W: Do you think we should come back tomorrow? We should get back to prepare for the presentation this afternoon.
- M: I think you're right. If we keep waiting then we'll definitely be late for the presentation.
- W: I wonder if Lian in sales put the sales report on my desk. I told her that I need it for today's meeting.

**50-52 refer to the following conversation.**

- M: On Wednesday I have to go and see Mr. Franklin in human resources, and I don't think I'm prepared for the meeting. He's interviewing me to see if I am qualified to transfer into the accounting department.
- W: You'll be okay. I spoke with Mr. Franklin yesterday and he seems like a really friendly man. Why don't you go home early today and prepare for the interview?
- M: That's a good idea. I know that he's interviewing a lot of people for the position and so I want to make a good impression.
- W: I think you'll do fine. I'll lend you my accounting manual to study from.

**53-55 refer to the following conversation.**

- W: I'm very busy today. Do you mind if I work late tonight?
- M: That's OK with me. Maybe Trevor can help you with the report for a couple of hours tonight.
- W: That would be a big help. It's really important for me to finish this report so that I can send it to Chicago.
- M: As a matter of fact, I spoke with our client in Chicago today and he is waiting for the final draft.

**56-58 refer to the following conversation.**

- W: It's good to see you again, Adam. How was your trip to the U.S.?
- M: Fantastic. I went with a couple of close friends. We stayed at a big hotel in Las Vegas for a week.
- W: Yeah, I loved Las Vegas when I was there two years ago. Did you get to see a lot while you were there?
- M: Actually, only a little. We were more interested in gambling at the hotel every day. Once in a while, we tried out some interesting bars, though.

**59-61 refer to the following conversation.**

- M: Doesn't the staff restaurant include a beverage with lunch? Why don't I see that option anymore?
- W: The company has decided to cut costs where possible. And it looks like the restaurant was the obvious choice.
- M: That's too bad. I always drink coffee after lunch, and the extra cost can be expensive in the long run.
- W: Well, you could always stop by the coffee shop on your way back to the office. They do have that preferred customer discount card.

**62-64 refer to the following conversation.**

- M: Hello, I'm here from Business Office Supplies. I have some file cabinets, tables, and chairs to be delivered for Grace Cameron.
- W: Sure, let me see if I can get her. Unfortunately, Grace is in the middle of an important meeting.
- M: Well, I can't really wait. I have deliveries lined up all afternoon. Is there someone else that can sign the invoice?
- W: Sure, I can do that. Why don't I contact the maintenance department to help you bring things in?

**65-67 refer to the following conversation.**

- M: Hello, I saw an advertisement in a newspaper that you have a few positions available in marketing.
- W: Yes, but there is only one opening right now. We do have several positions available in the technical support division. Would you like to learn more about those?
- M: Well, I would prefer marketing. I have extensive experience in advertising, and I would only be interested in a technical support position if there were some training involved.
- W: Why don't you go and wait in the visitors room, and I'll see if someone from HR can meet with you.

www.sachtoeicrc.vn  
0977.158.184

**68-70 refer to the following conversation.**

- M: I think that this one has all of the elements that you're looking for. There is a corner office, the windows overlook Central Park, and there is a kitchen in the back corner.
- W: That sounds like exactly what we're looking for. I'd love to look at it. We only have a month before we expect to launch our new marketing campaign, so I was really hoping to get into an office as soon as possible. How much does it cost?
- M: Well, the selling price is \$500,000. We can look at presenting an offer slightly lower, but it will depend on the number of interested buyers in the market.
- W: Yes, I know. Can I make an appointment for my partner and I to come by this afternoon to see it?

**Part 04**

**71-73 refer to the following talk.**

According to our records, this is your first visit to our clinic. Before Dr. Briant can examine you, you'll have to fill out these medical history and insurance forms. Please include a list of all medications you are taking and any allergies you may have. After you have filled out the forms, our nurse will take your blood pressure and temperature. I'll be here in my office if you have any questions.

**74-76 refer to the following message.**

Good morning, Mr. Willows. This is Kevin Pine calling from Kinford Electronics to let you know that your computer is ready. I apologize that we weren't able to get your computer to you yesterday as we had promised. However there was more damage to the hard drive than expected. We're closing today at 6 p.m., but we will be open from 8 a.m. to 7 p.m. tomorrow. Please call us if you are unable to come in, and would like to pay an additional delivery charge. I thank you for your patronage and apologize once again for any inconvenience this may have caused you.

**77-79 refer to the following instruction.**

All delegates, may I have your attention please. Now, please register at the front desk where you can pick up your convention ID card and information booklet. Also, we have posted a list of guest speakers outside of the main conference hall. The keynote speaker will present this morning at 10 a.m. in the Wentworth Auditorium. We will then take a short break for a group luncheon.

Afterwards we gather once again for a video presentation entitled "Your Money: Achieving Financial Success," narrated by Bill Gates. A short discussion will follow the screening. Should you have any questions or concerns, please visit the reception desk located on the main floor. I would like to thank everyone for joining us today. Please enjoy the presentations.

**80-82 refer to the following instruction.**

Welcome, everyone. I would like to discuss the renovations that we will begin at the end of March. While it is presently only November, we must develop the best execution plan possible. I would like for each of you to note your comments on the cards I have left on the table. On the cards, please list what you feel are the most important changes for our office space. And we will meet again in two weeks to determine whose suggestions we will include in the renovation plans. Please keep in mind that although the renovations are necessary, we would like to keep the overall cost to a minimum.

**83-85 refer to the following announcement.**

Good afternoon, everyone. If you are joining us today at the Technology Made Easy Seminar, then that means you are looking at making your computer and Internet work for you. And I know how difficult it may be, but once you practice these simple techniques you'll see how quick and easy technology can be. My program will help you to use Microsoft Office, anti-virus updating techniques, how to surf the web, and much more. Best of all, the whole program takes just one day to learn. Until now, my products have only been available in select stores, but today we are offering free home delivery for only \$49.95. Don't forget that if you are unhappy with the system, we will refund your money.

**86-88 refer to the following announcement.**

Chicago's twenty-fifth annual Office Trade Show will begin on September 15th and continue until Sunday September 17th. The show will feature office products from distributors all over North America. Organizers are expecting to attract more than fifteen thousand people over the course of the weekend, which will create a substantial economic boost to hotels and restaurants in Chicago's downtown district. Events will be organized throughout the weekend to cater to guests, as buyers



and vendors converge on the city for this three-day event. Participants will have the opportunity to win a brand new office suite in a raffle to be held on Sunday.

**89-91 refer to the following introduction.**

I'd like to welcome Martino Lopez, a world-renowned business columnist, to our radio talk show this morning. Many of you know Mr. Lopez because of his best-selling marketing books. Mr. Lopez joins us today to discuss the concept of Internet marketing. Let me introduce Mr. Lopez by speaking briefly about his education and personal background. Martino Lopez was born in Columbia in 1964, but traveled to England as a young man to attend school. After studying abroad for several years, Mr. Lopez returned to Columbia to teach at the University of Bogota before departing once again on a world speaking tour. Following our conversation, I will take calls from listeners who have questions for him. And now, let's begin our talk with Mr. Lopez.

**92-94 refer to the following announcement.**

Ladies and Gentlemen, may I have your attention, please? I have been asked to inform you that this year's charity dinner has exceeded our financial goals. The organizers and promoters of this year's event will join me after dinner to thank you for your generous contributions. We believe that this year's event may be the most successful ever. We sincerely appreciate your effort and hope that this money will make a difference in the fight against cancer. Thank you once again for your generosity.

**95-97 refer to the following news report.**

This afternoon at his weekly municipal meeting, the mayor is expected to announce plans to build a new bridge over Lyons Creek. The bridge will join east and west Hampton. Patterson Construction & Engineering, the company scheduled to design and construct the new structure, spoke to KVB News earlier today. They say the bridge will be orange in color, four lanes in width, and fit in with the new modern theme the city has been trying to achieve. The bridge will no doubt be beneficial to a number of Hampton residents who make the now crowded commute from east to west on a daily basis. Patterson Construction & Engineering has agreed to start the project this summer, with hopes to complete the project next spring.

**98-100 refer to the following announcement.**

May I have your attention please? The flight scheduled to leave Heathrow International Airport at 7:20 p.m. has been delayed. We ask that you remain in the boarding gate area until further notice. A mechanical engineering team is currently inspecting the aircraft. Upon impact with the runway, one of the pieces in the landing gear jammed. However, it shouldn't take long to repair. We will depart for Paris as soon as the problem has been fixed. In the interim, please remain in your seats or join us in the lounge, where complimentary cocktails and refreshments will be served. We ask that you continue to listen for updates and we thank you for your cooperation.

**Part 01**

1. (A) The man is gesturing with his hands.  
(B) The man is holding a hose.  
(C) The man is getting in a fire truck.  
(D) The man is putting out a fire.
  
2. (A) The gifts are wrapped.  
(B) People are putting ribbons on the gifts.  
(C) The packages are marked for shipment.  
(D) The gifts are being handed out.
  
3. (A) The lawn has been neatly mowed.  
(B) The ground is covered with leaves.  
(C) The man is talking on his cellular phone.  
(D) The man is putting his boots on.
  
4. (A) All of the car doors are open.  
(B) The front of the car is in good condition.  
(C) The wheels of the car are broken.  
(D) The car is broken down on the side of the road.
  
5. (A) The woman is carrying her kids into a building.  
(B) The woman is giving some food to her kids.  
(C) The woman is pushing a stroller.  
(D) The kids are seated in a car.
  
6. (A) People are pushing cars down the road.  
(B) Cars are parked in a line.  
(C) Traffic is moving into the intersection.  
(D) Pedestrians are walking down the sidewalk in groups.
  
7. (A) The office room is empty.  
(B) People are taking notes.  
(C) A woman is selling products.  
(D) People are working at their workstations.
  
8. (A) The men are lifting some cartons.  
(B) One man is loading a box into a cart.  
(C) The men are moving something together.  
(D) The men are stacking items onto a wheel barrow.

9. (A) A man is putting sunglasses on.  
(B) A man is fixing his car.  
(C) A man is opening the hood.  
(D) A man is reaching to pick up a tool.

10. (A) The cook is serving chicken.  
(B) The man is cutting vegetables.  
(C) The man is looking at the food.  
(D) The cook is wearing a long-sleeved uniform.

**Part 02**

11. Would you like me to get something for you?  
(A) All the rooms are booked.  
(B) No, thanks.  
(C) It's on the 6th floor.
  
12. When was the chemical company established?  
(A) About a year ago.  
(B) Two blocks away.  
(C) The results haven't been published yet.
  
13. Where can I get additional information about the production schedule?  
(A) On the bulletin board.  
(B) At 7 o'clock.  
(C) Yes, it's a very popular product.
  
14. What are your plans for this summer?  
(A) Next month would be nicer.  
(B) Yes, I met him.  
(C) I'm going to visit my parents.
  
15. That was a wonderful movie, wasn't it?  
(A) Yes, after a movie.  
(B) Yes, I really enjoyed it.  
(C) No, it isn't expensive.
  
16. Who does the assistant supervisor report to?  
(A) I don't think I can.  
(B) To the director.  
(C) It's his report.



17. Where can I go to buy a local newspaper?  
(A) There is a convenience store around the corner.  
(B) Pens and paper clips.  
(C) Yes, I read it.
18. It looks like we'll finish drawing up the document on time.  
(A) Yes, we arrived exactly on time.  
(B) I'm glad to hear that.  
(C) Tomorrow will be fine.
19. When can I expect to purchase your new novel?  
(A) No, in August.  
(B) I had high expectations.  
(C) Within six to seven months.
20. Can we take a break after the meeting?  
(A) Yes, that's a good idea.  
(B) I thought it was broken.  
(C) About a new product.
21. Why did you go out for lunch so early today?  
(A) Sorry, but I've already eaten lunch.  
(B) So I can send this report by five.  
(C) She always arrives early for work.
22. Did you already renew the maintenance contract or will you speak with the manager first?  
(A) I will talk with the manager.  
(B) The maintenance man fixed it.  
(C) His presentation was a little boring.
23. Don't you want help with the budget review?  
(A) Maybe I can help you.  
(B) Yes, that's the right place.  
(C) No, thanks. I think I can manage it.
24. How about meeting me for lunch Thursday?  
(A) That sounds like a good idea.  
(B) Because they're holding a meeting.  
(C) It's in the box.
25. There will be a special event in the restaurant, won't there?  
(A) I'll try the spaghetti.  
(B) He won't be late.  
(C) Not at this time of day.
26. Who decided to extend the sale until Friday?  
(A) It's on May 1st.  
(B) It was Mr. Williams' idea.  
(C) Yes, for the extension of a contract.
27. I've been to the new Spanish restaurant several times.  
(A) To Spain.  
(B) I've already had plenty, thanks.  
(C) I haven't tried it yet.
28. Aren't you going to send those boxes?  
(A) Yes, next to the box.  
(B) No, I'm not finished packing them.  
(C) Send in this invoice.
29. Why has Mr. Wayne rejected the proposal for the new office building?  
(A) It's in Tokyo.  
(B) You need to submit the proposal tomorrow.  
(C) It's too far from the plant.
30. Should we have an opening ceremony in the company ballroom or should we go somewhere else?  
(A) Yes, we should open a branch.  
(B) It was at the Grand Ballroom.  
(C) Let's have it at the company cafeteria.
31. Are there any seats available for October 8th?  
(A) Just one.  
(B) Thank you.  
(C) I'll be available after seven.
32. The sales seminar is scheduled for tomorrow, right?  
(A) No, it was postponed until next week.  
(B) Sorry, I'll be a little late.  
(C) The seminar room downstairs.
33. Should we visit the manufacturing plant to conduct a safety inspection?  
(A) They didn't visit it.  
(B) No, I'll water it.  
(C) Sure, let's go next Monday.

34. How are you getting to the library tomorrow morning?

- (A) Yes, I went there.
- (B) I'll take the bus.
- (C) It's in the library.

35. Do you know which bus goes to New York?

- (A) The switch is on the side.
- (B) Sure, I'll send it right away.
- (C) The number 12.

36. Didn't anyone go over this medical report?

- (A) I need to get some medicine.
- (B) Go to the hospital.
- (C) Yes, I checked it over twice.

37. How about changing our marketing strategy?

- (A) She missed the strategy meeting.
- (B) Do you think it would help the company?
- (C) What is the exchange rate today?

38. Why did Mr. Gomez send you a product catalogue?

- (A) Roughly in an hour.
- (B) We usually order many different products.
- (C) So I can keep up with the latest trends.

39. Do you have a copy of our price lists?

- (A) Yes, but it's not a final version.
- (B) It's too expensive.
- (C) Cream and sugar.

40. When's the next flight to New York?

- (A) No, I can't right now.
- (B) In two hours.
- (C) At gate 2.

### Part 03

41-43 refer to the following conversation.

- W: Pardon me, have you seen our waiter? I'd like to order some more water.
- M: I'm terribly sorry. I'll see where he has gone. You haven't been waiting long, have you?
- W: Only about 5 minutes. But that's okay, you look quite busy this afternoon.
- M: Yes, we are now at full capacity, so everyone here is busy at the moment.

44-46 refer to the following conversation.

- W: Are you intending to fly to Montreal?
- M: That's a possibility. I flew there last year, but I think a group of us may drive. Would you be interested in carpooling?
- W: Sure! Flying is definitely faster, but I'm nervous when flying. Besides, the weather this time of year will make for a beautiful drive. We might be able to do some sightseeing on the way.
- M: That's a fantastic idea. Why don't you phone Ruth and Jim? I'll speak to Ryan and tell him the plan.

47-49 refer to the following conversation.

- W: Can you stop by the supermarket on your way home? I need a few things for dinner tonight.
- M: Actually, I was going to stop by the new bakery to pick up a couple of baguettes as well. Hey, why don't we invite Bill and Jane over, too?
- W: That sounds great. And good idea about the new bakery. I really like their bread. It's so fresh. I'll call Bill and Jane to see if they'd like to join us.
- M: Well, why don't you prepare some appetizers to go along with the bread, and I'll grill up some pork tenderloin when I get home.

50-52 refer to the following conversation.

- M: Welcome to Lexington Office Tower. We would be pleased to give you a tour of the rental office and the facilities.
- W: That sounds okay, but I prefer buying to renting because I'm looking for an investment as well. Are there any offices available to purchase?
- M: Well, actually we do have a few listed on the market. What features are you looking for?
- W: I would like a space at least 800 square feet, overlooking the park, and close to the elevators.

53-55 refer to the following conversation.

- M: Do you think you could come by on Tuesday to give me a hand preparing a presentation? We need to have the slides and the financial reports ready by next week for the partnership meeting.
- W: Unfortunately, I have meetings all day on Tuesday. Then I'm away on business and return on Thursday. Would Friday work for you?
- M: That should be okay. But we'll have to work all weekend on it to try and get it finished by Monday.
- W: I'll have my secretary, Jill, send you an e-mail to confirm a time for Friday.

www.sachtricream  
0977.158.184

**56-58 refer to the following conversation.**

- M: I'm sorry I'm a little late. I had to take the subway this morning, since my wife needed to use our car. It took me thirty minutes longer by subway.
- W: I'm glad you finally made it. The clients should be arriving in 5 minutes and we'll start the meeting right away. Should we meet in the conference room, or the boardroom at the end of the hall?
- M: Why don't we make it in the boardroom? I'll just get my files off my desk and meet you there.
- W: Okay, I will direct the clients to the room as soon as they get here.

**59-61 refer to the following conversation.**

- M: Ms. Thompson, there should be a document arriving for me this morning from Tokyo. As soon as it arrives, please call me at my desk. I need to go over the Asian sales figures immediately.
- W: A document containing sales figures just arrived from São Paulo. I haven't seen one from Tokyo yet.
- M: I'll take a look at it. Hmm... this one should have been delivered to finance. It looks like the São Paulo branch has the wrong contact information. Please forward this to finance and ensure that the problem is fixed.
- W: Sure, Mr. Fenton. When the other document arrives, should I interrupt your conference call?

**62-64 refer to the following conversation.**

- M: Mr. Towers asked us all to attend the computer software training workshop in the auditorium this Friday.
- W: Oh really? Would he like everyone from accounting to be present? You know we have to prepare our accounts for the audit.
- M: Yes, every division, with the exception of marketing, must attend. They're working on the new advertising campaigns to be launched at the end of the month.
- W: Why don't we all go to lunch together after the workshop? There's a great new spicy noodle restaurant that just opened up downtown.

**65-67 refer to the following conversation.**

- W: Good morning, Mr. Parson. Our files have shown that you have been a client of Rogers Mobility for quite a while. I'm calling to offer you a huge discount should you wish to transfer your services to BTB.

- M: I'm not sure. I've been happy with Rogers so far.
- W: If you do wish to switch providers, we will ensure that your monthly invoice will be at least 15% lower than it is now.
- M: That sounds great, but I'll really have to confer with my secretary before I decide to change or not.

**68-70 refer to the following conversation.**

- W: The auditors are supposed to arrive tomorrow morning to begin their review of our operations. Remember that we should spend all day organizing files so that the auditors can finish faster.
- M: I know, but I have an important meeting this morning. Can you start on your own? I can join you around 2 p.m. to help you finish.
- W: There's a lot of work to be done before the auditors arrive. Can you finish by noon? Otherwise I think we'll have to stay late tonight.
- M: These meetings usually run long, but I'll do my best to finish as quickly as possible.

**Part 04**
**71-73 refer to the following announcement.**

Good evening, everyone. Unfortunately, tonight's performance will be postponed due to an injury to one of our lead dancers. We are waiting for the understudy to arrive, and expect that we will begin at half past seven. In the meantime, we would like to offer you complimentary refreshments in the auditorium lounge. Please understand that we are unable to refund any tickets. However, should you wish to exchange your tickets for another night's performance, feel free to speak to one of the attendants at the box office.

**74-76 refer to the following telephone message.**

Good afternoon, Mr. Parnell. This is May calling from One Globe Travel. I'm calling to update you on your travel itinerary. I've just reserved seats for you and your colleague leaving for Barcelona on September 10th. By using a portion of both your air miles we were able to reduce the price by \$229 each way. You are currently booked in first class, as you had requested. A complimentary hotel taxi will pick you up when you arrive and drop you off when you depart. As a reminder, once you have made a final confirmation, I am unable to provide a refund or an exchange. Should you have any questions regarding this information,

please feel free to call me. One Globe Travel is happy to provide you with all of your travel needs, and we do hope that you enjoy your trip.

**77-79 refer to the following lecture.**

Good afternoon, and thank you for participating in today's instructional workshop. Would you all please share the instructional workbooks because we don't have enough copies for everyone? Now, everyone has signed up today to learn about the new spreadsheet software we have installed. With this software you don't have to input the same data time after time, like you did with the old software. The instruction book will explain all of the operating procedures for you. Let's take a look at page 54, and then practice a common data entry situation. After our training session today I assure you that you will be able to complete this sort of task much more quickly than in the past.

**80-82 refer to the following radio broadcast.**

Good morning, I'm Richard Stokes and you're listening to Morning Madness, home of the best rock music in Queens. This morning, we are bringing you something different from our regular new release rock lineup. With us in the studio is Myra Jones, world-renowned electric guitarist. Ms. Jones is in town as part of her U.S. Tour, performing at Shoeless Jacks tonight, and returning at the end of the month for the New York Rock Festival. On our show this morning, Myra Jones will play a couple of songs from her new album, and then talk to us about her long career in the music business. If you'd like to get your questions in to Ms. Myra Jones, send us an e-mail at [morningmadness@rock.com](mailto:morningmadness@rock.com).

**83-85 refer to the following voice mail message.**

Good afternoon, Mr. Bill Buchanan. This is Jesse Miller from Clive Engineering and today is Tuesday June 9th. I'm returning your call with regard to the construction project that your company has collaborated on. My team and I will be at the Kent Street site Friday morning and we were hoping you could be there as well. We haven't heard from the city inspectors on whether our plan to add a rooftop terrace has been approved, so we may have to wait to make a few more related decisions. We will have to go over a timeline on Friday, however, to ensure that we finish the project by our deadline.

**86-88 refer to the following short talk.**

I would like to thank you all for your continued support and for nominating me as the recipient of this year's award. This award, Sales Associate of the Year, cannot compare to the pride I feel for Klein Grocers as a company. When I first began working for Klein Grocers, nearly fifteen years ago, we were a small store located in a residential district. I never thought that in such a short time we would grow to become a franchise outlet across the province. The efforts of the forty franchise owners and nearly two hundred employees have helped make Klein Grocers what it is today. I look forward to the many more years we will work together as a team.

**89-91 refer to the following instructions.**

I'd like to welcome you all to the customer service support center. Since this is the first shift for most of you, I'd like to go over a few procedures. Upon arrival, please sign in with the computer at the front desk using your employee ID number. When you arrive at your station you may begin answering calls. All new employees will have a training period of three weeks, where your partner will help you with any concerns you may have. Should you have any additional questions, refer to the Frequently Asked Questions section of your training manual.

**92-94 refer to the following talk.**

Good morning, and welcome to the Castle Roma Museum. My name is Kevin and I will be showing you around the premises today. On site, we have more than one hundred antiques, and more than fifty original works of art. The museum has been recently used by anthropology students from Columbia University to better understand the culture and history of the area. The museum is beneficial for the entire community, as all proceeds are donated to the Community Wellness Fund. After a tour of the property we will be passing by the gift shop, where purchases and donations can be made.

**95-97 refer to the following news report.**

Appleton Furniture Manufacturing has decided to build its new production facility in Houston, Texas. The company has been looking for a wider site for the past year and has settled on the Texas location due to the favorable tax laws. The state government decreased taxes last year, the price of commercial real estate has



## Part 01

dropped, and businesses are being encouraged to move to Houston. Appleton feels that favorable taxes are necessary to ensure that the company continues to grow and that investors are confident in the company's future potential. The company's CEO, Sam Becket, recently declared that he hopes that Appleton will be able to remain in Houston for the next ten years.

**98-100 refer to the following advertisement.**

Are you bored with your usual exercise routine? Are you too busy to get to the gym? Well, Conner has arrived. Conner Pilates will help you to see your best results. And the new and easy DVDs, with multiple instructors, will ensure that you are doing the exercises more efficiently. You'll burn more calories and transform your body into a leaner, more defined silhouette. So, come on and call for your full series of basic, advanced, and expert DVDs. If you call within the next thirty minutes, you'll receive an additional twenty-five percent off the already discounted price. Hurry up and call.

1. (A) The man is rowing a small boat.  
(B) The man is fishing in the boat.  
(C) The man is swimming in the water.  
(D) The man is walking away from the boat.
  
2. (A) The walls in the room are bare.  
(B) Lamps are hanging from the ceiling.  
(C) Seat cushions have been positioned on the chairs.  
(D) The bed is between the lamps.
  
3. (A) The woman is looking through a telescope.  
(B) The woman is tying her hair back with a scarf.  
(C) The woman is staring at something in the pot.  
(D) The woman is positioning the microphone.
  
4. (A) He is cutting some fruit.  
(B) He is rolling up his sleeves.  
(C) He is holding a plate.  
(D) He is throwing something away.
  
5. (A) They are writing letters.  
(B) The woman is holding a phone.  
(C) Both people have sunglasses.  
(D) The man is talking on the telephone.
  
6. (A) The audience is applauding the performance.  
(B) One man is looking at his reflection.  
(C) The men are standing on a stone.  
(D) The people are enjoying a game outdoors.
  
7. (A) They are taking a nap on the bench.  
(B) Benches are positioned under the building.  
(C) They are resting on the bench.  
(D) The woman is stretching out on the bench.
  
8. (A) The men are repairing their boats.  
(B) The boats are being loaded with goods.  
(C) The boats are sinking.  
(D) The men are standing in their boats.

9. (A) All the computers are turned off.  
(B) The computers are stacked on top of each other.  
(C) Several people are working on the computers.  
(D) An engineer is working on a computer.
10. (A) There is a lone walker on a country road.  
(B) The land near the farm is fenced.  
(C) The hay is piled neatly on the ground.  
(D) The road curves into the distance.
- Part 02**
11. Does anyone have an extra calculator?  
(A) She calculated it yesterday.  
(B) No, it should be here on time.  
(C) You can borrow mine.
12. Why don't we inspect this result next?  
(A) Yes, I received the election result yesterday.  
(B) I'd be glad to.  
(C) The inspection isn't so difficult.
13. Why is the post office closed?  
(A) It's a national holiday.  
(B) I didn't buy these stamps.  
(C) Next to the post office.
14. What's the problem with the new printer?  
(A) I like to play with my children.  
(B) It's a long way from here.  
(C) It doesn't print very well.
15. Where's the extension cord to connect the computer in the living room I bought last week?  
(A) We used it all up.  
(B) It's about thirty-five dollars a roll.  
(C) Check the power switch first.
16. Would you like to come to my dinner party tonight?  
(A) Help yourself.  
(B) It's being prepared for you now, sir.  
(C) Sorry, I already have plans.
17. Has your truck been fixed, or is it still being worked on?  
(A) Please use the truck.  
(B) It was repaired today.  
(C) Not very.
18. Hasn't the copier I ordered arrived?  
(A) Yes, he did.  
(B) No, not yet.  
(C) All right, I'll do that.
19. When is the company awards ceremony in New York?  
(A) To welcome a new director.  
(B) At the headquarters in New York.  
(C) In the middle of the month.
20. Who was that call for?  
(A) I don't know why she is calling.  
(B) Oh, it was for Anna Lopez.  
(C) No, by fax.
21. Mr. Rion is responsible for arranging the farewell party, isn't he?  
(A) No, he didn't tell me that.  
(B) Yes, he's in charge of it.  
(C) A table for four, please.
22. Did you visit the new office building?  
(A) Yes, it looks very nice.  
(B) No, I didn't know.  
(C) Because it's very small.
23. Isn't this your new computer?  
(A) All of them were computerized.  
(B) No, he didn't like this.  
(C) Yes, that's it.
24. How long have you been managing the personnel department?  
(A) For nearly two years.  
(B) He is the personnel manager.  
(C) It usually takes three days.
25. How would you feel about going to the beach this weekend?  
(A) I'd love to.  
(B) No, I didn't feel well.  
(C) Yes, here you are.
26. Is this year's awards ceremony going to be in Osaka or Tokyo?  
(A) No, I didn't attend the ceremony.  
(B) Yes, it starts at 9.  
(C) That hasn't been decided yet.
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0971.158.784*



27. How did you send the package to the new client?

- (A) She didn't pack the shipment.
- (B) By express mail.
- (C) The assistant confirmed a reservation.

28. Won't she be here for the sales meeting?

- (A) No, she has a scheduling conflict.
- (B) Sales were excellent.
- (C) Yes, it's on the desk.

29. When does the next flight to Tokyo leave?

- (A) I'm going to do it in the morning tomorrow.
- (B) I left it at home.
- (C) It's been postponed.

30. Don't you think that we should attend the manufacturing conference?

- (A) No, I worked at a manufacturing plant.
- (B) Yes, I think it's worth going there.
- (C) In the conference room.

31. Who is making a design presentation?

- (A) Attendance figures were inaccurate.
- (B) Mr. Benson said that he would.
- (C) You must use an overhead projector.

32. This is your first company dinner party, isn't it?

- (A) Well, I don't know why.
- (B) Yes, at the reception party last year.
- (C) No, I attended last month's.

33. Why was the product strategy meeting postponed?

- (A) Yes, in the mailbox.
- (B) The president was out of the office.
- (C) Please post the notice.

34. How many of these reports have been reviewed so far?

- (A) About half of them.
- (B) Yes, we got a good review.
- (C) It is quite far from here.

35. What's the charge for pressing a shirt?

- (A) Four dollars per shirt.
- (B) Just press the button.
- (C) There's one next to the bank.

36. Where can I find the bus stop?

- (A) The bus doesn't come very often.
- (B) Just across the street.
- (C) Sorry, I wasn't able to.

37. Did you proofread the report I sent out this afternoon?

- (A) Just fill out and send the form.
- (B) No, my report is the bound copy over there.
- (C) Yes, I corrected several errors.

38. Would you prefer to meet in the lobby or by the gift shop?

- (A) I prefer a window seat.
- (B) Either is fine.
- (C) What a nice gift.

39. She was supposed to complete the market research by last Friday, wasn't she?

- (A) No, it's not due until next week.
- (B) I reviewed the report.
- (C) Yes, I saw the memo.

40. I think the parking lot is near the service center.

- (A) Yes, it's across the street from the service center.
- (B) This park is so beautiful.
- (C) No, I didn't work there.

### Part 03

41-43 refer to the following conversation.

- W: Pardon me, do you know where I can find tomato soup?  
M: I'm pretty sure it's in either aisle 8 or 9.  
W: I've been looking up and down those aisles, but I can't seem to find it.  
M: That'll be at the end of aisle 4, next to the flower center. Follow me. I'll show you.

44-46 refer to the following conversation.

- M: Ms. Martin, I really think that the photos from the weekend rugby match should be included in this weekend's sports section.  
W: Our readers prefer golf and football so I usually include those sports instead.  
M: I understand, but we need to differentiate ourselves from other papers. Why don't we try

offering something different?

- w: I don't think many of our readers are rugby fans, but I'll talk it over with Josh and consider it.

**47-49 refer to the following conversation.**

- m: Hi, I was wondering if the hotel has any part-time positions for the fall season.
- w: Yes, we do. We're looking to hire housekeepers, servers for the lounge, and front desk attendants.
- w: I have a lot of experience working as a server in restaurants. Would it be okay if I met with you this afternoon to discuss the positions further and to fill out an application form?
- m: No problem. I'll schedule an interview with you this afternoon. Be sure to bring along your curriculum vitae and any training certificates you may have.

**50-52 refer to the following conversation.**

- w: Hi, Sue. I noticed that you'll be away next week. Are you going away on business?
- w: Yes, I'm heading to New York on Monday. I'm really looking forward to seeing the sights of Manhattan. I hear there are some great restaurants, too.
- m: There are. I was there last month. I suggest you walk around Central Park, too. There are so many things to do.
- w: That sounds great. I'll be in Manhattan on Wednesday. I may see if I can join a city tour.

**53-55 refer to the following conversation.**

- w: The carpet is nearly installed. You should be able to replace the furniture by Friday.
- w: I'm hosting a dinner party this week. Is it possible to finish by Thursday?
- m: To be honest, most of the work should be finished by Thursday, but we need to remove our tools and equipment. However, if it's important for you to use the room on Thursday, we will do our best to have everything cleaned up.
- w: I really appreciate that! My husband and I can help with the cleanup.

**56-58 refer to the following conversation.**

- m: Has the new copier arrived yet? I need to start printing our new brochures for the marketing campaign we're going to launch on Monday.
- w: Didn't you hear? Accounting has decided that it won't fit into our budget this year, and they cancelled the order.

m: Oh, no. They cancelled the order last year as well, and now we'll have to wait another year? We should really call a meeting with the department supervisor.

w: I agree. Our division should get priority when it comes to office supplies. I'll come along when you meet with the director.

**59-61 refer to the following conversation.**

- m: Hello, this is Ted Jenkins. I spoke to someone about full-time employment with Primerica a couple of weeks ago. I was wondering if you've made any decisions with regard to hiring.
- w: Well, Mr. Jenkins, I wanted to contact you because we were hoping to have you in for another interview. Are you free anytime next week? We'd like to see you on Monday or Wednesday.
- m: Tuesday would be better for me. Would 10:00 work for you?
- w: That's just fine. Please meet us on the fifth floor in the conference room. You can speak to Ms. Morgan at the reception desk should you have trouble finding it.

**62-64 refer to the following conversation.**

- w: I've really wanted to see that movie for some time now, but I saw a TV show last night that said it was awful.
- m: That's strange. My friend said that it was one of the best films of the year. It's playing at the cinema downtown. Would you like to go?
- w: That sounds great. I'd like to check it out for myself. There have been so many reviews, both comments, good and bad. I've got a few up on my desk. I could make you a copy if you'd like.
- m: Thanks. My sister is really interested in that film.

**65-67 refer to the following conversation.**

- w: Good afternoon. Thank you for calling Dwight & Jones Financial. How may I help you?
- m: Oh, hello. This is Kenneth from Xerox Canada. I'm calling about the copy machine you had purchased for your office. I would like to deliver it tomorrow afternoon, if that works for you.
- w: You know, I have to copy a number of documents tomorrow morning. Are you able to come this afternoon?
- m: Yes, I have another delivery in your area. Why don't I call you about thirty minutes before I get there?



**68-70 refer to the following conversation.**

- M: Your total comes to \$23.00. Would you like to have this book gift-wrapped?
- W: Oh, no. It's actually for myself. I'll just take it like that because I'd like to read it at a café. Do you accept credit cards?
- M: Only for purchases over \$25 can you pay by credit card.
- W: I'll just pay by cash, then.

**Part 04**

**71-73 refer to the following speech.**

Before I get started this afternoon, I'd like to briefly tell you a little about myself. My name is James Norman and I have been taking pictures as a profession and as a hobby for nearly fifteen years. I'm thrilled to be here this afternoon to share my work with you. Now, let's get started talking about different techniques. A good piece of equipment, lighting, and good film all play an essential part in creating beautiful photos. We'll go through the various apertures and shutter speed techniques that will give your picture character. After that, I'll pass around a handbook using my favorite shops and websites that will help you get started.

**74-76 refer to the following introduction.**

Welcome to Montreal. Tonight we'll be listening to the words of Penelope Andreas, whose latest collection of poetry has risen to the bestseller's list. The book, entitled "Amor is Love," was recently recognized by the Magnolia Latina Association with its top prize. Her poems are written based on her life as a famous musician and socialite. Ms. Andreas was born in Buenos Aires, but immigrated to London as a young adult. Those of you who have seen her in the past may have heard her speak of the difficulties she faced dealing with a new culture. Tonight, we will take requests from the audience and accept questions for Ms. Andreas as well.

**77-79 refer to the following advertisement.**

Are you interested in losing weight but don't want to spend all of your valuable time stuck inside a gym? Fortunately, Hard Line Fitness is now accepting new members for discounted rates. If you and a friend register for a six-month membership within the next five weeks you will only have to pay fifty percent of the

regular membership fee. Hard Line Fitness has expert trainers who are fit, enthusiastic and friendly, and our fitness equipment is top-of-the-line. Our introductory fitness package includes one month of fitness classes that include aerobics, weights, and stretching exercises. Furthermore, you'll be able to take advantage of our Olympic-size swimming pool. Call now to get more information about us at 1-800-988-3355.

**80-82 refer to the following talk.**

As reporters, you are responsible for informing the public of every news story, here and abroad. I've been working as a television reporter for two decades and would like to tell you that working from another country can be both challenging and rewarding. But when you've been sent on assignment to a new and distant country, it can be a little difficult. I recommend that you start by trying to make contacts with the local people before you leave. This can help to reduce sometimes the awkward situations that arise due to cultural differences. And these initial contacts can help you with background information on your story. Just a little tip that will help you when working abroad.

**83-85 refer to the following telephone message.**

Hi, Katherine. It's Lynn from the Corporate Training department. It's 10:30 a.m. on Tuesday and I wanted to let you know that we have decided to change the date of the next training seminar to try and accommodate more staff. Instead of Friday, we'll be meeting in the boardroom on Monday at 2:30, the same time as previous seminars. And just to be sure, don't forget to bring the manual "Motivating Yourself and Others" by Frederik Dyson when you come. If you are unable to attend, please contact Lily so that she will have an idea of how many employees will be there. Thank you for understanding and I apologize for the inconvenience.

**86-88 refer to the following excerpt from a talk.**

I would like to welcome each of you to the job fair here at the Sunset Haven Nursing Home. The Sunset Haven Nursing Home has been a vital part of community life for the past 30 years and we are currently offering a variety of positions for volunteers within the nursing facilities. You may not come into close contact with the patients within your first work term, but if you return for a second term you will have

more opportunities to take care of the patients. Before we start a tour of the facilities, I would like to collect your résumés to better understand where you will fit within the organization.

**89-91 refer to the following business report.**

On Wall Street this afternoon, New York's Softwatch Industries revealed its new version of spreadsheet software. Company Chairman Leon Walters met with reporters today outside of the company's headquarters to discuss the release of the new software. Softwatch's latest version of the spreadsheet wasn't expected to be released until early next year. Mr. Walters explained today that the decision to release the software early was part of a revised marketing strategy by the firm. They will begin the marketing campaign for this new software later this month.

**92-94 refer to the following news report.**

This morning Rex Industrial Supplies announced that they will be moving their production facilities into Mexico. Rex Industrial Supplies has been the largest supplier of construction equipment in the southeastern United States for the past ten years and plans to begin producing various items in Mexico. Along with this decision, Rex Industrial plans to close their factory in Fresno, while maintaining the main plant facilities in the greater Los Angeles area. Furthermore, they will be cutting nearly 100 full-time factory positions and another 50 part-time jobs.

Financial experts believe that the move will not have an effect on the company's stock prices.

**95-97 refer to the following instruction.**

I have called you all here this morning to tell you about the new parking arrangements our office building has made. Many of you who drive to work have spoken to me about the lack of reserved parking spaces in the underground garage. Therefore, while we may have to pay slightly more for parking each month, from now on the company will set aside reserved parking spaces for you. This will make it more convenient for you to park your car. I have asked Samantha Callaway in HR to send out an e-mail today describing the changes. Kindly review this message as soon as you receive it. If you are still unclear as to how the new parking system will work, please visit Samantha in HR.

**98-100 refer to the following announcement.**

Good afternoon. I have been a member of the community here in Bracebridge for many years, and I would like to welcome you all here today. On our walking tour this afternoon, we will be visiting all of the beautiful sites that the city has to offer, like the historic Burnaby Castle, Juniper Bridge, and Macintosh Botanical Gardens. We will begin at and return to the Kline Street Café. The entire tour should take approximately 3 hours. At the botanical gardens, a professional horticulturist will speak to us about the various kinds of unique plant and flower species grown there. If you'd like, complimentary coffee is offered just inside. Now, let's meet back here in 10 minutes.



- 9.** (A) The people are walking through the forest.  
 (B) The people are fishing from the riverbank.  
 (C) The people are taking a walk.  
 (D) The people are looking at each other.

- 10.** (A) The man is conducting an experiment.  
 (B) The man is examining the report.  
 (C) The man is working in the library.  
 (D) The man is treating a patient.

**Part 02**

- 11.** Where should I put these boxes?

- (A) I suppose so.  
 (B) Tomorrow is good for me.  
 (C) On the desk.

- 12.** Who was the guest speaker at the banquet?  
 (A) I had a good time, too.  
 (B) It was Dr. Adams.  
 (C) In half an hour.

- 13.** Why didn't you stop by the store?  
 (A) I was very busy.  
 (B) Last week.  
 (C) No, I didn't buy it.

- 14.** When is the report due?  
 (A) Professor Abraham.  
 (B) Monday.  
 (C) The reporter is coming tomorrow.

- 15.** Who is the woman in the pink shirt next to Mr. Yoshida?  
 (A) I didn't receive the shirt I ordered.  
 (B) Pink would be nice.  
 (C) That's his new accountant.

- 16.** I wonder if Alan sent the sample yet.  
 (A) It's a simple method.  
 (B) He'll do it tomorrow morning.  
 (C) In the box.

- 17.** You're going to the football game on Friday, aren't you?  
 (A) No, I went there.  
 (B) I hope so.  
 (C) It was very enjoyable.

- 1.** (A) He is sweeping the area.  
 (B) He is putting a shirt on.  
 (C) He is planting some flowers.  
 (D) He is kneeling down on the ground.

- 2.** (A) The contents of the containers are being poured.  
 (B) A researcher is checking a sample.  
 (C) The test tubes are being labeled.  
 (D) Various types of bottles are arranged.

- 3.** (A) Some passengers are getting on the buses.  
 (B) The buses are parked next to each other.  
 (C) Vehicles are waiting at the crossing.  
 (D) The buses are passing through the countryside.

- 4.** (A) The birds are landing on the ground.  
 (B) A bird is on the woman's head.  
 (C) The woman is feeding the birds.  
 (D) A flock of birds is flying over the water.

- 5.** (A) Each car is the same model.  
 (B) Cars are parked outdoors.  
 (C) The road is jammed with traffic.  
 (D) Some of the cars are being shipped.

- 6.** (A) There is a lamppost next to the road.  
 (B) People are jogging along the road.  
 (C) Trees are being planted near the house.  
 (D) The road is under construction.

- 7.** (A) They are taking photographs.  
 (B) The fountain is in operation.  
 (C) People are sitting on the fountain ledge.  
 (D) Travelers are carrying their luggage.

- 8.** (A) The man is holding a public phone.  
 (B) The man is inserting some coins.  
 (C) The man is repairing the phone booth.  
 (D) The man is using an ATM.

18. Can you give me a ride home?  
(A) Turn left.  
(B) At this bus stop.  
(C) Sure, just let me get my car key.
19. When does the delivery man usually get here?  
(A) By truck I think.  
(B) No, there are some delays.  
(C) Between 10 a.m. and 2 p.m.
20. Where can I connect my laptop to the Internet?  
(A) Over there in the meeting room.  
(B) Yes, we did.  
(C) It's about 20 dollars.
21. Don't you need to visit their headquarters?  
(A) Yes, it's a main office.  
(B) It's on the first floor.  
(C) No, I went this afternoon.
22. How long have we used that copier?  
(A) It's about 15 kilometers.  
(B) I'll be there for two weeks.  
(C) Oh, about three years.
23. Did you enjoy your stay in Tokyo?  
(A) Yes, it'll be held in Tokyo.  
(B) I want to have a chance to join your team.  
(C) I was too busy to go to many places.
24. Would you like to join us for a tennis game this Thursday?  
(A) Let me check my calendar.  
(B) Yes, we got together.  
(C) Basketball and tennis.
25. Do you think Ms. Brown's presentation was boring?  
(A) No, it was quite informative.  
(B) I need to present it to the manager.  
(C) It's far from here.
26. When do you think you'll finish the report?  
(A) Yes, I have already received their report.  
(B) It has a happy ending.  
(C) After the results are analyzed.
27. Do you prefer the white or black model?  
(A) Either one is fine with me.  
(B) I had no choice.  
(C) Yes, it's a worthwhile decision.
28. We need to get new computers and a copier in our office.  
(A) No, it's broken.  
(B) It's in front of the office.  
(C) Yes, but we can't afford to do it.
29. How are you getting to the airport tomorrow night?  
(A) I'm fine for now.  
(B) I'm planning to drive my car.  
(C) She'll leave at five thirty.
30. Don't you need to read the manual before you try to install the new software?  
(A) I'll try again tomorrow.  
(B) Yes, but I'll be a little late.  
(C) I already know the method.
31. What time are you meeting with the new client?  
(A) I will leave for his office right after lunch.  
(B) Yes, she's one of our special clients.  
(C) The meeting started on time.
32. Mr. McAdoo is the landlord of this office, isn't he?  
(A) No, he bought it yesterday.  
(B) Yes, I think he is.  
(C) He's in his office.
33. Why do you think they closed the main entrance this morning?  
(A) Yes, they are very kind.  
(B) They were repairing it.  
(C) It's so close to here.
34. Can you send me your résumé by Wednesday?  
(A) No, by e-mail.  
(B) I received it myself.  
(C) Certainly, I'd be glad to.
35. Is it still possible to register for the marketing seminar in the lobby?  
(A) No, it's my new hobby.  
(B) Yes, and it won't take too long.  
(C) Next to the cash register.

36. What do you think about the marketing strategy for the new product?

- (A) I expect it'll be effective.
- (B) He attended the strategy meeting.
- (C) Monday at noon, I think.

37. The workshop for sales managers is ready to start, isn't it?

- (A) No, it's already been completed.
- (B) Yes, I think it is.
- (C) I'll be right there.

38. Would you like a table near the window?

- (A) To meet with clients.
- (B) Sure, she's very kind.
- (C) Yes, we'd like that.

39. Do you want to talk about the new office design now or tomorrow morning?

- (A) Yes, I arrived yesterday.
- (B) Let's take care of it now.
- (C) It takes two days.

40. Would you recharge the battery for my portable storage device, please?

- (A) But I charged it yesterday.
- (B) No, there is no charge.
- (C) It's very convenient.

### Part 03

41-43 refer to the following conversation.

- M: Have you seen the number 10 city bus?
- W: Not yet, but they do come by every twenty minutes. I expect you'll see one in a few minutes.
- M: Great. I overslept and was worried that I already missed it.
- W: You're lucky. The buses run slower in wet weather.

44-46 refer to the following conversation.

- W: Would you please make me a copy of the new Japanese account?
- M: It isn't in the file cabinet under "New Clients" where I had left it. Do you know where it may be?
- W: I brought it with me to the conference room for my meeting with the director, Susan, this morning. She may have taken it to her desk.
- M: Okay, I'll ask her about it at the management meeting later today.

47-49 refer to the following conversation.

- W: Good afternoon, Mr. Jones. This is Kendra Wilson from Cogeco Cable Service calling to confirm the installation of your cable service for Friday afternoon.
- M: Yes, that's right. Friday at 2 p.m. Will it be necessary for you to do any of the installation in the house?
- W: Actually, we'll have to access the main cable indoors. We'll need someone to let us in.
- M: Well, could I change the appointment time to 10 a.m. then? My wife and I will both be out in the afternoon.

50-52 refer to the following conversation.

- W: Do you know what time the conference is scheduled to begin?
- M: The first speaker will start at 9:00, but I may be a little late. I have to take my car to the mechanic, so my wife will drive me after dropping the kids off at school.
- W: I'm catching the 8:00 train, so I think I'll be on time. Why don't I take notes so that you don't miss anything important?
- M: Thanks. That's great. Why don't we try that new restaurant on our lunch break?

53-55 refer to the following conversation.

- W: I'd like to register for the guest speaker's lecture on Friday October 20th in the main conference room.
- M: Unfortunately, all of the tickets are sold out for that program. However, we still have seats available for the Saturday talk, located in the auditorium.
- W: I was really hoping to learn more about money management. Do any of the weekend talks relate to financial planning?
- M: The Saturday afternoon talk is focused on investments with major financial institutions. You may find it beneficial.

56-58 refer to the following conversation.

- W: Is there a flight that will arrive in New York by 9 a.m. Friday? I have a meeting at 10 a.m.
- M: Yes, there are two available flights. One leaves at 6 a.m. and connects through Chicago. The other is a direct flight from Los Angeles and departs at 6:30.
- W: Well, I'd prefer a direct flight, but is there a big difference in price?
- M: The later flight is about 20% higher in cost, but if you purchase it today you can get a ticket at a cheaper price.

**59-61 refer to the following conversation.**

- W: Hello, Mr. Marshall. This is Sandy Hildebrand calling from Uniglobe Travel Company. I'm calling to remind you that today is the last day we are accepting bookings for the Italy tour package, and also that you are still eligible for the group discount.
- M: Oh, great. Unfortunately I have meetings beginning at 1 o'clock. Can we discuss this a little later? What time would be best for you?
- W: I'll be in the office until 6 today. But remember, the final bookings must be made today.
- M: Of course. I am very interested and I'll contact you at around 5.

**62-64 refer to the following conversation.**

- W: Has the most recent order of hard drives been assembled yet?
- M: Some of the components haven't arrived from our other plant. There's been a delay in the shipment.
- W: I'll have to call over and see what's keeping them. We have a large number of orders that we have to get out this week.
- M: I know. We don't want one order to back up the whole system.

**65-67 refer to the following conversation.**

- M: If you give me your ticket stub, I can show you to your seat.
- W: Well, I don't have one. Actually, I reserved my ticket over the phone. Do you know where I can pick it up?
- M: The box office is located on the main floor, just outside the entrance. You'll see three ticket booths there; booth B is for ticket pick-ups.
- W: Great. Thanks for your help.

**68-70 refer to the following conversation.**

- W1: Hey, Kate. I was thinking that June Smith, the company's strategic advisor, would be able to assist us with the negotiations of the new proposal.
- W2: That sounds great, Wanda. Unfortunately, she's away on maternity leave for the rest of the year.
- W1: That's too bad. She really is an expert in this field.
- W2: We could look at asking her replacement, Jordan. I hear he's quite bright as well.

**Part 04**

**71-73 refer to the following talk.**

The day after tomorrow we will start our new data search training program, which some of you may be familiar with from past experience. I have chosen this particular data search program based on your suggestions about what sort of program the company needed. You've all been given an agenda, which assigns you to a certain study group and includes a course manual.

I am asking all employees to keep a record of the number of hours they spend training on this program. Everyone should log at least 10 hours of training.

**74-76 refer to the following advertisement.**

Both exercise and diet are now a major part of our everyday lives. The importance of maintaining good health has been emphasized by health and fitness practitioners alike. We are here to offer you a fresh start. Our program, Core Fitness, combines nutrition and diet with regular exercise. Not everyone is alike, so unlike other weight loss programs, our trainer will provide you with a nutrition and exercise plan tailored specifically for you. We will work together in order for you to obtain your desired results in weight loss by providing you with the tools you need. We are committed to providing you with fast results; it's our 30-day guarantee.

**77-79 refer to the following talk.**

The company is setting up a new e-mail system, so beginning this Thursday there will be no e-mail service for 24 hours. Instead you'll have to rely on phone messages and faxes to communicate with your clients. This means that you'll have to inform your clients immediately about this change so that if they need to get in contact with you they will be able to. We'll have the information technology team up here Wednesday night to begin installing the software and e-mail should be restored by Friday morning. You'll receive a memo later today that will explain all of this in more detail.

**80-82 refer to the following voice mail message.**

Hi, Bill. This is Peter from the manufacturing facility. I know that you were at the plant this morning, and I don't mean to be an inconvenience, however I was hoping that you could come back to the plant as soon as you get a chance. There seems to be a problem with the main assembly line. The conveyer system isn't working properly, and I was hoping you could come by and take a look at it. Unfortunately, we can't continue with production until this situation is rectified. As you know, we have a number of large orders we were hoping to complete before the weekend. Again, I'm really sorry to bother you.

**83-85 refer to the following radio broadcast.**

The Bruce Trail, Highton's newest conservation area, celebrated its grand opening on Sunday. After nearly 7 years in the making, and 3 million dollars in donations from local residents, participants were thrilled with the successful completion of the project. The festivities started with an inaugural speech made by the city mayor. Thousands turned out to pay a tribute to the newest city addition, walking the trails that link the lake front with Highton's downtown core. Following the 5-kilometer trek, people gathered for a fantastic performance by a local band, Blues Explosion, and an enormous fireworks display over the escarpment.

**86-88 refer to the following introduction.**

Good afternoon. My name is David Poulin and you're listening to Health Talk. Joining us today is Dr. Jennifer Duncan, lead researcher at the American Cancer Center in Syracuse, New York. Before joining the research team, Dr. Duncan practiced medicine in the oncology department at Chicago General Hospital for 12 years, and she is an expert in children's tumor care. This afternoon Dr. Duncan will talk to us about the future of cancer treatment. Following her talk she will be taking questions via e-mail here at the station.

**89-91 refer to the following talk.**

To your right you'll notice the Grand Guadalupe Castle, constructed in 1867 by the famous Spanish architect, Julio Piedras. The structure to the west of the castle is the Robertson Palmer Convention Center, constructed in 1945. To the east you will notice the famous Centennial Tower, where we will have dinner this evening. I have made a reservation for our group under

the name Petrova. There are numerous clothing boutiques in this fashion quarter of the city. I'll give you a couple of hours now to do some shopping if you would like, but please meet back in front of the Robertson Palmer Convention Center at 4 p.m. If there are any further questions, please see me now.

**92-94 refer to the following announcement.**

To celebrate the company's success in meeting our sales targets this year, all employees will receive a special appreciation package. However, employees must drop by the human resources department to pick up their package. The HR department would appreciate it if you could pick up your package by this Friday. If any employees are unable to pick up their package, please contact Irene Blayer at 887-9966, extension 5342. I am very pleased with everyone's performance so far this year. Keep up the good work.

**95-97 refer to the following report.**

Mayor Rawling was present this afternoon at the grand opening of Creekside Cellars, a new wine and culinary centre, located outside the town of Jordan. Creekside has been created in order for tourists and members of the community to experience winemaking and cooking seminars. The mayor tried his hand at winemaking before joining local members of the community in the wine tasting cellar. He also sampled traditional Jordan recipes prepared by the nearly twenty trained chefs on staff.

Before leaving the premises, Mayor Rawling stopped in the gift shop to purchase local crafts in support of the community.

**98-100 refer to the following short talk.**

Good afternoon, everybody! I am pleased to announce the launching of our new company website. We are intending to have the site fully operational within 2 months – that's November. As you are aware, we want everyone's input to make this website a success. I hope that everyone here at Bridgestone Consulting will make an effort to contribute their ideas to making this a success. Also, I have hired a web-designer and a technical support staff. Most importantly, I've hired a project manager, Joanne Malcolm.

**Part 01**

1. (A) They are sitting in a circle.  
(B) They are reading their notes.  
(C) They are shaking hands with each other.  
(D) They are having a discussion.
  
2. (A) The bus is leaving the station.  
(B) The travelers are waving to their friends.  
(C) The bus is running at full speed.  
(D) Passengers are boarding the bus.
  
3. (A) The man is painting a picture.  
(B) The man is pointing at a poster.  
(C) A variety of paintings is on display.  
(D) The paintings are hanging in a gallery.
  
4. (A) Curtains are flapping in the wind.  
(B) Chairs are placed around a table.  
(C) The room is full of books.  
(D) There are lamps beside the bed.
  
5. (A) The man is having his hair cut.  
(B) The man is brushing back his hair.  
(C) The woman is examining the patient.  
(D) The woman is cutting a piece of paper.
  
6. (A) They are putting away their instruments.  
(B) They are performing outdoors.  
(C) All the women are holding up flags.  
(D) They are purchasing some uniforms.
  
7. (A) Some people are resting on the grass.  
(B) The child is drawing a picture outdoors.  
(C) The child is looking at paintings in a museum.  
(D) The child is watching an artist at work.
  
8. (A) Scooters are parked along the side of the road.  
(B) A motorcyclist is waiting at the curb.  
(C) A truck is parked next to the motorcycles.  
(D) People are browsing at the displays.

9. (A) The woman is pushing a bicycle.  
(B) The woman is sitting at her desk.  
(C) The gardener is trimming the bushes.  
(D) The bicycle is leaning against the bench.

10. (A) The roofs of the buildings are flat.  
(B) There are some cars between the buildings.  
(C) Drivers are waiting for people to cross.  
(D) Lines are being painted on the road.

**Part 02**

11. When are you going home today?  
(A) To buy some sandwiches.  
(B) After the meeting.  
(C) It took three days.
  
12. Where does the number 24 bus stop?  
(A) I'd take a taxi.  
(B) Behind city hall.  
(C) Yes, I hope so.
  
13. Excuse me, can I use your cell phone for a while?  
(A) No, I can't sell it.  
(B) Yes, by e-mail.  
(C) Sorry, I don't have it with me.
  
14. How much is it to send this package to Japan?  
(A) It is too heavy.  
(B) Twenty dollars.  
(C) She's on vacation next week.
  
15. Why don't you take the bus?  
(A) I'd rather walk.  
(B) Two kilometers.  
(C) You look very tired.
  
16. Are you licensed to repair this system?  
(A) It was installed this morning.  
(B) It's one of the pair.  
(C) No, but I have permission from the boss.
  
17. Who will be attending the farewell party?  
(A) No, I don't have time to go.  
(B) All store managers.  
(C) Very well, thank you.

- 18.** How long do you think you'll be needing the car?  
 (A) It has air conditioning.  
 (B) He just started reading it last night.  
 (C) For three days.
- 19.** Would you care to join us for lunch?  
 (A) Sure, if that's okay.  
 (B) She wants to join our team.  
 (C) With a fruit salad and soup.
- 20.** Where would you like to store the packages, in the supply room or the warehouse?  
 (A) That's a good idea.  
 (B) Either would be fine.  
 (C) Yes, in the packages.
- 21.** When do you plan to move here to London?  
 (A) At the main office.  
 (B) No, I don't think so.  
 (C) In a month.
- 22.** Did you think the new design team worked very well?  
 (A) It's faster than walking.  
 (B) Yes, they did a good job.  
 (C) I work five days a week.
- 23.** Should we go to the Italian restaurant after work?  
 (A) No, it starts at noon.  
 (B) They just printed new menus.  
 (C) That's a great idea.
- 24.** What did you do for your vacation?  
 (A) Yes, he did.  
 (B) I went to the country to visit my parents.  
 (C) They're away on vacation.
- 25.** You'd prefer a window seat, wouldn't you?  
 (A) No, I haven't seen it.  
 (B) Yes, I would.  
 (C) Open the window.
- 26.** Who organized the meeting schedule?  
 (A) No, I don't think it's necessary.  
 (B) We're a little behind schedule.  
 (C) Mr. Rogers did.
- 27.** Should we have something delivered, or go out to a restaurant?  
 (A) As soon as I arrive.  
 (B) Let's order in from that new Chinese restaurant.  
 (C) Yes, I can give you a ride.
- 28.** Didn't you take the train to work today?  
 (A) No, I decided to drive myself.  
 (B) I'll take three of them, please.  
 (C) Yes, it's not working.
- 29.** Can I give Ms. Miller your e-mail address?  
 (A) Sure, she can contact me about the plan.  
 (B) Yes, we have her address.  
 (C) No, she sent it about a week ago.
- 30.** The weather is wonderful! It looks like winter is really over.  
 (A) You look very nice.  
 (B) Is it snowing outside?  
 (C) I think you're right.
- 31.** Do you have Dr. Stewart's phone number?  
 (A) Every Monday.  
 (B) Why, are your knees hurting again?  
 (C) Don't worry, it's my treat.
- 32.** Are we throwing the retirement party indoors or outdoors?  
 (A) We'll set up the tables in the banquet hall.  
 (B) By the end of the week.  
 (C) Okay, that'll be fine.
- 33.** Why does the director dislike the design sample?  
 (A) The colors are too bright.  
 (B) Yes, I'll sign up for the course.  
 (C) Thanks, I'll try.
- 34.** Does Mr. Brown know that the lawyers will be here on Monday?  
 (A) Sure, I know the way to the courthouse.  
 (B) He's been notified.  
 (C) No, I have never studied law.
- 35.** Did you meet with the new client, or did you reschedule an appointment?  
 (A) Actually, he visited us.  
 (B) I'm not disappointed.  
 (C) Next to the office.

36. Excuse me, do you know where the accounting department is?

- (A) Sorry, I don't.
- (B) I can't agree with you.
- (C) You need to do that.

37. You printed out the report for the next board meeting, didn't you?

- (A) I took care of it yesterday.
- (B) You'll board in twenty minutes.
- (C) Yes, please print it out.

38. How many employees visited the new manufacturing facility?

- (A) Yes, I'll visit him again next week.
- (B) I can't say for sure.
- (C) That's my fault.

39. Can we take a break now?

- (A) Oh, are you tired?
- (B) Yes, I'll take it.
- (C) For the rest of the audience.

40. You won't forget to order tickets, will you?

- (A) No, he won't.
- (B) I have already bought them.
- (C) Usually by printer.

## Part 03

41-43 refer to the following conversation.

- M: Pedro will be coming by around 4:00 after the conference ends.
- W: Great. And where will we be going after that?
- M: He'll drop us off at the hotel by 5:00. Then we'll meet his CEO for dinner and drinks in the lobby at 6:00.
- W: Sounds good. That should be enough time for me to prepare the documents.

44-46 refer to the following conversation.

- W: Will Ms. Jones allow Mr. Fernando to attend the conference in Zurich?
- M: Well, Mr. Fernando's manager will have to give him permission. Ms. Jones is just the project coordinator.
- W: The conference organizer has requested his participation. They want him to speak at the conference.
- M: I'll be sure to pass that information along to Mr. Fernando's manager.

47-49 refer to the following conversation.

- M: Ms. Wang, I haven't received your expense receipts for your accommodation and meals from your business trip to Tokyo.
- W: Ron, I'm pretty sure that I gave them to Kelly in accounting along with the additional flight expenses.
- M: Well, I'll have to ask her to forward them to me as soon as possible. The quarterly reports must be completed by Friday.
- W: I'll see Kelly later today at the training seminar. Why don't I get a copy of the invoices? I'll stop by your desk around 5.

50-52 refer to the following conversation.

- M: Hello, I'm calling from Johnson Auto to reschedule your appointment to have your car serviced on Monday.
- W: Oh, I was really hoping to get my car fixed as soon as possible. Is there a problem?
- M: Yes, we had hoped to get the required parts in on Saturday, however it looks like they won't arrive until Tuesday.
- W: Well, I'm out of town on business until Wednesday. Why don't we make it for Thursday afternoon?

53-55 refer to the following conversation.

- W: I know I promised to give you a ride to the airport today, but I'm not sure what time we should leave.
- M: My flight was originally scheduled to leave at 7 p.m. But it's been delayed because of bad weather. The departure time is now scheduled for 8:30 p.m.
- W: That works better for me anyway. We should leave a couple of hours before, so that you have enough time to check in.
- M: That sounds great. By the way, where are we going to meet? What about in my hotel lobby at 6:30?

56-58 refer to the following conversation.

- M: Are we still experiencing difficulties with the ordering software?
- W: Yes. When inputting the customer's relevant information, an error message continually appears.
- M: We'll have to write everything manually until we can have it repaired. Have you contacted the computer programmers we usually work with? I was hoping they could come by later today.
- W: I have, but it doesn't seem like we'll be able to get an appointment until next week. It looks like we'll have another difficult weekend.



**59-61 refer to the following conversation.**

- W: This piece of work created by Klive Anderson is beautiful.
- M: I think it's great as well. It's the only time he's used watercolors, isn't it?
- W: Yes. He usually works with oil paints, but I think he wanted to try something different.
- M: Well, it really paid off. Shall we move on to see the rest of the exhibit?

**62-64 refer to the following conversation.**

- M: This is Michael Duncan calling. I phoned a few weeks ago to arrange accommodation. I wanted to make sure that you have my reservation on file.
- W: Of course, Mr. Duncan. Just a moment and I will check our system for you. You're staying for two evenings. Is that right?
- M: Yes, that's correct. Now, are there any rooms available in the East Corridor? I've heard that the view at night is absolutely beautiful from there.
- W: You're in luck, Mr. Duncan. I have one room available in the East Corridor. Unfortunately, it isn't equipped with an Internet connection. Is that okay?

**65-67 refer to the following conversation.**

- W: Have we employed a new caterer in the company cafeteria?
- M: Yes, and I really think there's a big improvement in the variety of the food.
- W: I agree. I was definitely ready for a change. I also liked that the location was moved to the main floor. It's much more convenient for me.
- M: It's much more affordable as well.

**68-70 refer to the following conversation.**

- M: Drew, when are we meeting with Roy Thompson on Friday?
- W: My apologies. I should have told you earlier. Mr. Thompson e-mailed the office this morning and rescheduled the meeting to Thursday afternoon. Are you still free?
- M: As a matter of fact, I'm not. Please ask Mr. Thompson if Thursday morning would be alright.
- W: I'll call him right away and then send you an e-mail to confirm the time.

**Part 04**

**71-73 refer to the following voice mail message.**

This is the office of the university registrar; the office is open weekdays from 9 a.m. until 6 p.m., and on Tuesdays from 9 a.m. until 10 p.m. Students may request transcripts in person during these times. Please also visit the university website to obtain information regarding financial services and scholarships available to students. Previously we had allowed students to request transcripts and other services over the phone. However, we do not accept phone requests at this time.

**74-76 refer to the following introduction.**

Ladies and gentlemen, may I introduce to you our newest manager at Pearson Consulting, Rebecca Sinclair. Prior to joining our company, Ms. Sinclair worked for a few years in the advertising industry; she also worked for First National Bank for four years. I would ask all of you to please make Ms. Sinclair comfortable and go out of your way to show her around the office over the next few weeks.

**77-79 refer to the following instruction.**

I wanted to make sure that you were all aware that you will be unable to access the computer system, including e-mail access, beginning this afternoon. The computer technicians will be working on updating our systems with all the latest software in order to increase efficiency and reduce the number of system crashes. We ask you to save all files and documents prior to one o'clock today, so as not to lose any information. When the installation is complete you will be contacted by voice mail message. After you have received this message, restart your computer in order to activate the new system. Should you require any assistance, feel free to contact the technical services department at extension 2151.

**80-82 refer to the following advertisement.**

Are you benefiting from MJ Bank's special loan program for entrepreneurs? If you are not taking advantage of this opportunity, you might be limiting your small business from valuable growth.

opportunities. Regardless of whether your company is just beginning, or if you've been around for several years, you'll find the financial planning advice from MJ Bank extremely helpful. Register for an entrepreneur loan before next Thursday and we'll offer you a 4% loan rate, which is much lower than other banks.

**83-85 refer to the following radio broadcast.**

Good morning. Welcome back to the Wednesday segment of Music Today on CKRV Radio. I'll be your host today as we meet one of the rising stars in the music industry, country singer Bluegrass Jones. Mr. Jones recently released his fourth CD, entitled "Standing on a Corner," which is expected to reach the top of the charts later this week. An accomplished musician, Mr. Jones began performing when he was only 9 years old. Many of you will recognize his most recent song, "Alone and Crying." Now it's time to listen to his new song.

**86-88 refer to the following talk.**

It is my pleasure to welcome all of our colleagues here today to our San Francisco headquarters. Many of you have traveled here this afternoon from our international branch offices in Paris, Toronto, and Stockholm. As you have been informed, our purpose in meeting here today is to discuss how to improve the company distribution channels. There have been unacceptable delays in production over the past year as a result of a poorly organized system of distribution and we are going to do our best to change that here today. If you have something to add during my presentation, don't hesitate to talk about your ideas with all of us here.

**89-91 refer to the following tour information.**

And now we are entering the Portrait Gallery, which is often called the "Red Room" and was built in 1831. It is well known internationally for its collection of portraits of British royalty. As we leave the Portrait Gallery, you'll notice the magnificent oak doors. Next, we are able to see the dining hall, where the royal family would enjoy their meals. The dining hall was originally constructed in 1830, but a fire in 1902 destroyed much of the wood paneling and needed to be replaced in 1903. We'll leave the dining hall now in order to take a short tour of the grounds. Afterwards, you will have free time to visit the gift shop.

**92-94 refer to the following telephone message.**

Good morning, Mr. Henderson, this is Charlene Kush from Accounting. I wanted to ask you about your monthly expense accounts; your department was over budget again this month. Unfortunately, I have been given strict instructions by my senior manager to report all departments that are over budget. Would you like to send me a written explanation regarding why this problem has occurred? Or, would you rather speak to my manager in person? Call me or e-mail me when you have a chance. Thank you.

**95-97 refer to the following announcement.**

Ladies and gentlemen, I am sorry to report that a scheduling error has caused our plans to change. The original plan was to meet at the restaurant at 7 p.m. and then to proceed to the theatre for around 9 p.m. Unfortunately, I have been informed that the restaurant reservations have been changed to 6:30. So, instead of arriving at 7 p.m., we will be meeting at the restaurant at 6:30 and then going to the theatre afterwards. We'll keep the same departure time to the theater and meet at the theatre entrance before the show begins.

**98-100 refer to the following report.**

It is estimated that nearly 10 million computers are disposed of each year in the United States alone. These used computers are significantly adding to the landfill problems experienced by nearly every state. Local computer guru, Klive Anderson, has developed a solution to this problem. His non-profit organization, Electronic Helper, accepts used computers and electronics, and after upgrading the software, donates the units to educational institutions in developing nations. Presently, donated computers have reached students in the Central American countries of Guatemala, Honduras, Nicaragua, and El Salvador. Future plans include shipments to countries in South America and Africa. For more information on this cause or for ways you can help, visit [www.electronichelper.com](http://www.electronichelper.com).