

TACTICS FOR THE TOEIC® TEST

Listening and Reading Test Introductory Course

Audio Scripts

Unit 1

A

Language building 1

2, 3 (1.02)

- 1 They're standing in front of the reception desk.
- 2 A woman is talking to the group.
- 3 The flight attendant is serving drinks to the passengers.
- 4 The people are listening to the speaker.
- 5 The people are traveling by plane.
- 6 The receptionist is taking the credit card.

Test tactic

3 (1.03)

- 1 (A) The people are talking on the corner.
(B) The woman is riding her bicycle in the street.
- 2 (A) He's sitting in front of the computer.
(B) He's talking on the phone.
- 3 (A) The waitress is bringing their food.
(B) The man is holding the menu.

Tactic practice

2 (1.04)

- 1 (A) He's opening the car door.
(B) He's driving into the parking lot.
(C) He's talking on the phone.
(D) He's washing the car.
- 2 (A) The man is writing on the whiteboard.
(B) The people are leaving the room.
(C) The woman is standing in front of the class.
(D) The people are listening to the presentation.
- 3 (A) The woman is cleaning the room.
(B) A visitor is giving some flowers to the woman.
(C) The people are sitting on the bed.
(D) The people are walking in the garden.

C Understanding natural pronunciation

1, 2 (1.05)

- 1 The waitress is bringing the man's food.
- 2 The man is opening the door.
- 3 The woman is arranging some flowers.

E Mini-test (1.06)

- 1 (A) They're sitting in a restaurant.
(B) They're standing next to the computers.
(C) They're having lunch in the office.
(D) They're putting the documents on the table.
- 2 (A) He's making a call from his office.
(B) He's waiting to go someplace.
(C) He's putting the briefcase next to the chair.
(D) He's standing in the waiting room.
- 3 (A) The people are working in the garden.
(B) The people are sitting in the library.
(C) The people are going into the building.
(D) The people are relaxing on the grass.
- 4 (A) She's doing some exercise.
(B) She's running for the bus.
(C) She's watching TV.
(D) She's washing the window.
- 5 (A) The woman is making some bread.
(B) The doors of the vehicle are open.
(C) The woman is driving to the store.
(D) The vehicle is parked in the garage.
- 6 (A) The people are at home.
(B) The man is painting the room.
(C) The people are looking out of the window.
(D) The girl is holding the woman's hand.
- 7 (A) The woman is giving the man some flowers.
(B) The people are walking through the door.
(C) The man is opening the box.
(D) The people are sitting in the room.
- 8 (A) The people are standing at the bus stop.
(B) The passengers are getting off the train.
(C) The man is walking toward the train.
(D) The people are leaving the building.

Unit 2

A

Language building 1

3 (1.07)

- 1 May I borrow your dictionary?
Sure, here you are.
- 2 Can you meet me on Wednesday?
Certainly, what time is good for you?

- 3 Could you tell me the time?
I'm afraid I don't have a watch.
- 4 Would you mind closing the window?
Actually, I'm feeling a bit hot.
- 5 Would you be able to check these documents for me?
All right, but I won't have time till tomorrow.
- 6 Can I say something here?
Of course.
- 7 Could I have Mr. Sato's phone number, please?
I'm sorry, but I don't have it.

Tactic practice

1, 2 (1.08)

- 1 Can you open the door, please?
(A) Sure, I'll do that for you.
(B) It's next to the door.
(C) Yes, it's closed.
- 2 Why didn't you come to the party?
(A) That's right, it didn't.
(B) The music was very good.
(C) I'm sorry, I forgot about it.
- 3 Let's try the new restaurant across the street.
(A) Sure, I'll get my coat.
(B) Yes, I let him do it.
(C) I'll bring some menus to your table.
- 4 Could you look at this report for me?
(A) I wrote it last week.
(B) I didn't finish the report on time.
(C) When do you need it?
- 5 Would you mind helping me move this table?
(A) Sure, where do you want it to go?
(B) Yes, she's moved to the new office.
(C) I don't think there are enough chairs.
- 6 Did you remember to bring your passport?
(A) Mary will bring the report.
(B) No, I'll have to go home to get it.
(C) The plane ticket is on your desk.
- 7 Would you be able to work this Saturday?
(A) Yes, I worked all weekend.
(B) Yes, I like my new job.
(C) No, I'm afraid I have plans.
- 8 Can I return these shoes?
(A) No, I have small feet.
(B) I think you need new socks.
(C) Only if you have the receipt.

B

Language building 2

2 (1.09)

- 1 You're on vacation next week, aren't you?
(A) Yes, I went to Spain.
(B) Actually, it's next month.
(C) No, it will be two weeks long.
- 2 The work will be finished on time, won't it?
(A) Yes, I hope so.
(B) Sorry, it's not time yet.
(C) The meeting is tomorrow.
- 3 You don't have this in a size 11, do you?
(A) I think 11 is too many.
(B) Yes, that's correct.
(C) No, I'm afraid not.
- 4 You read the contract before you signed it, didn't you?
(A) I'm afraid the sign is too small.
(B) No, I didn't have time.
(C) Yes, you can check in later.
- 5 You didn't forget the keys, did you?
(A) I forgot to lock them.
(B) It's not my key.
(C) I'm afraid I did.
- 6 This is last year's catalog, isn't it?
(A) Yes, I think you're right.
(B) I don't think it will last.
(C) The price is in the catalog.

C Understanding natural pronunciation

1, 2 (1.10)

- 1 Could you call me a taxi?
- 2 Would you mind helping me move this table?
- 3 Could you please sign these documents for me?

E Mini-test (1.11)

- 1 Would you mind sending this invoice for me?
(A) I've already paid the bill.
(B) I don't think I'll have time today.
(C) No, it hasn't been delivered.
- 2 Can I borrow a pencil?
(A) I'll borrow it.
(B) No, I haven't done it.
(C) Sorry, I don't have one.

- 3 You didn't read the sign on the door, did you?
(A) No, I can't open it.
(B) Sorry, I didn't see it.
(C) Yes, I'd love to read it.
- 4 Could you call me a taxi?
(A) Certainly, please wait here.
(B) No, he took the bus instead.
(C) It cost \$20.
- 5 You used to work for a magazine, didn't you?
(A) Only for six months.
(B) Yes, it's very cheap.
(C) I'm going to buy one tomorrow.
- 6 Could you move this box of receipts?
(A) I moved it very carefully.
(B) Sure, where do you want it?
(C) No, I didn't move anything.
- 7 Please fold these documents and put them in the envelope.
(A) I'll send the letter.
(B) Please look at the documents.
(C) Sure, I'd be glad to.
- 8 You won't forget to turn off the lights, will you?
(A) No, I like the darker color.
(B) Yes, turn right at the corner.
(C) Don't worry, I won't.
- 9 The photocopier is broken, so could you find someone to fix it?
(A) I'll do that right away.
(B) No, I can't find it.
(C) I'll make some copies for you.
- 10 Could you give us a bigger discount?
(A) I'm sorry, but I'm afraid I can't.
(B) I'll count them today.
(C) Yes, it's a big company.
- 11 Would you mind helping me at the information desk?
(A) No, she's not at her desk.
(B) Certainly, I'd be happy to.
(C) Yes, you've given me a lot of information.
- 12 Could you move these chairs, please?
(A) I don't know where to sit.
(B) The chair is next to the table.
(C) Sure, where should I put them?

- 13 Could you take a look at my car?
(A) Yes, I'd be happy to drive you.
(B) I really like this car.
(C) What's the problem with it?
- 14 These aren't your keys, are they?
(A) No, they must be Mary's.
(B) I think it's already open.
(C) Yes, I have them.

Unit 3

A

Tactic practice

2 1.12

Questions 1–3 refer to the following conversation.

- M** Hi, Sheila. Were you on vacation last week?
W I was at a training course.
M Really? Was it at the beach? You look like you got some sun.
W No, but I played golf with some people from the Boston branch on the weekend. It was really sunny, and I didn't have a hat. Anyway, the training course was excellent. You should apply for it.

- 1 Where does the conversation take place?
2 What is the reason for the woman's trip?
3 What happened while the woman was away?

4 1.13

Questions 1–3 refer to the following conversation.

- W** We're planning on going to the international festival in town this weekend. Would you like to join us? There's going to be music and dancing and shopping at a street market.
M I'd love to come, but I promised my brother I'd help him with his car on Saturday.
W Well, the festival is on the whole weekend. If you're interested, we could go on Sunday. Are you free then?
M That sounds good. Where should we meet?

- 1 What are the speakers discussing?
2 What is the man doing on Saturday?
3 What does the man ask?

B

Language building 2

3 (1.14)

- 1 Could I get \$10 from you? I'll return it on Friday.
- 2 I'll call him if you like. He's a good friend of mine.
- 3 Have you seen my report? I can't find it anywhere.
- 4 Last month our Web site got more hits than ever before.
- 5 I'm afraid the people from our office won't arrive at the convention until 10 o'clock.
- 6 The bus is really slow. You should drive.

C Understanding natural pronunciation

1, 2 (1.15)

- 1 Would you like me to carry these packages?
- 2 I'd be happy to deliver the letter.
- 3 I'd love to come, but I'm afraid I can't.

E Mini-test (1.16)

Questions 1–3 refer to the following conversation.

- M** Our new laptop isn't selling very well. Sales are down 7 percent compared to last month.
- W** Well, perhaps we should increase our advertising budget.
- M** We already spend a lot on TV and radio ads. I'm not sure if more advertising will make a big difference.
- W** You may be right. Since we're talking about a hi-tech product, perhaps we need to improve our Web site.
- 1 What problem are the speakers discussing?
 - 2 Where do the speakers probably work?
 - 3 What does the woman suggest?

Questions 4–6 refer to the following conversation.

- W** We need to finalize the plans for the company barbecue soon.
- M** I think we should choose a place people can go if it rains. You remember how it was last year.
- W** How about the Riverside recreation center? It has lots of tables outside, and if the weather turns bad, we can all go inside.
- M** That sounds like a good idea. Would you like me to call and find out about prices and booking details?

- 4 What are the speakers talking about?
- 5 What problem did they have last year?
- 6 What does the man offer to do?

Questions 7–9 refer to the following conversation.

- M** With our special "Get ready for summer" schedule, you get use of the swimming pool, sauna, and weight room, and also three months of exercise classes at 25 percent off the regular price. The offer also includes special prices on sports clothing in our store.
- W** That sounds good. I have a coupon for free parking for all new members. Can I use that?
- M** I'm sorry. You can't use the coupon with special discounts like this. But if you like, I could include parking, and give you a 25 percent discount off the usual price.
- 7 Where does the conversation take place?
 - 8 What does the woman have a coupon for?
 - 9 Who most likely is the woman?

Questions 10–12 refer to the following conversation.

- W** It's very noisy in here, isn't it?
- M** Yes, it is. They're doing some building work in the office on the fifth floor. It's been like this for two weeks.
- W** Two weeks? It must be difficult to concentrate on your work with all that noise.
- M** They say it'll be finished in another week. I'd like to take the week as a vacation, but I'm too busy, so there's no point in complaining.
- 10 What is the conversation about?
 - 11 How long will the problem continue?
 - 12 What will the man do?

Unit 4

A

Language building 1

1, 2 (1.17)

- 1 Excuse me, everyone, could you all please sit down? We're going to begin shortly. In just a minute they are going to start serving dinner, and while we eat, I'd like to invite some of you who worked with Bob for many years to come up and tell us a few stories. After dinner, there will be live entertainment. Thank you.

- 2 Good morning, everyone. I've called this meeting to discuss recent sales. I'm sorry to say that results for this quarter have been much lower than expected. Could you look at the chart on page 2 of your handouts, please?
- 3 Attention all passengers waiting for flight BW78 to Shanghai. We regret to inform you that this flight has been delayed by 30 minutes. We apologize for any inconvenience.
- 4 Good afternoon, everyone, and welcome to the first of our lectures on European art. Professor Martino's talk on great Italian painters of the 16th century will begin at 2:00 P.M. in hall 2, which is next to the main entrance of the museum. Visitors going to the lecture should take their seats at least 10 minutes beforehand. Thank you for your cooperation.

Tactic practice

2 (1.18)

Talk 1

Questions 1–3 refer to the following announcement.

Attention all passengers waiting for flight BAX832 to Jakarta. Due to a late arrival from Singapore, this flight has been delayed by 30 minutes. We apologize for any inconvenience. Would passengers please remain in the departure lounge until the flight is ready for boarding. Would Mr. Lee Young, traveling on flight CA143 to Tokyo, please go immediately to gate 24, where his flight is now ready to depart. This is a final call for Mr. Lee Young on flight CA143.

- 1 What does the speaker say about flight BAX832?
- 2 What should passengers for flight BAX832 do?
- 3 What does the speaker say about Mr. Lee Young?

Talk 2

Questions 4–6 refer to the following news report.

In tonight's business news, shoe manufacturer Tufftek announced that it will be closing its Brentwood factory and moving production to a new factory in Mexico. President of the company, Eric Thompson, said in a statement that high state taxes are one reason for the move. He said that the new factory will be cleaner, safer, and cheaper to run than the current one. The closure could mean the loss of nearly 850 jobs, although Tufftek has also promised to employ

any workers who choose to transfer to the company's Woodbury factory, which is located in nearby Bloom County.

- 4 What is this news report mainly about?
- 5 Where is the new factory located?
- 6 What has Tufftek promised to do for workers?

C Understanding natural pronunciation

1, 2 (1.19)

- 1 Could I have your attention, please?
- 2 May I ask you all to move back to your tables now?
- 3 Could all passengers please go to gate 5?

D Learn by doing

1 (1.20)

Talk 1

Attention passengers. We regret to inform you that the 9:50 train to Middleton has been canceled. Passengers going to Middleton should take the 10:15 from track 4. We apologize for any inconvenience.

Talk 2

Attention everyone, please. I'm afraid that the elevators will not be working for the next two hours. Would all staff please take the stairs instead? Thank you for your cooperation.

E Mini-test (1.21)

Questions 1–3 refer to the following announcement.

Good morning, everyone. I just want to let you know that the lunchroom is closed because of the damage caused by last night's storm. I'm afraid that until the windows can be repaired, we'd like to ask you to eat lunch at your desks. You may also use meeting room B, but please be sure to clean up after you're finished. Please do not eat in any other meeting or seminar rooms. Until the lunchroom is reopened, please put all food garbage in the boxes near the exit.

- 1 Who is probably speaking?
- 2 Where can workers eat their lunch?
- 3 What are listeners requested to do?

Questions 4–6 refer to the following message.

Thank you for calling Pay2Talk Mobile Telephones. To check your voice mail, press 1. To check your account, press 2. To add credit to your telephone, press 3. To change your contract, press 4. To speak to customer services, press 5. To report a problem with your phone or service, press 6. Remember, you can get more phone credits by phone, on our Web site, or at any store showing the Pay2Talk sign. This month only, get 100 free phone minutes if you buy 500 minutes with Pay2Talk.

- 4 Who might listen to this recorded message?
- 5 Which button should be pressed to report a problem?
- 6 How can callers get a free offer?

Questions 7–9 refer to the following announcement.

Excuse me, can I have your attention, please. This afternoon's seminar "How to Raise Profits" will be held at 2:00 P.M., not 2:30 as I said in my e-mail. Apologies for any inconvenience. Also, please note the change in location from the first floor to the third floor meeting room. Don't forget to bring along the documents that I sent you last week. If you didn't get a copy, please ask Susan, my personal assistant, whose office is near the reception desk. If anyone has any questions before the seminar, I'll be in my office.

- 7 Who most likely is the speaker?
- 8 Where will the seminar be held?
- 9 What is the main purpose of this announcement?

Questions 10–12 refer to the following talk.

Welcome to this year's Computer Expo. I'm Joseph Capello, and I'd like to explain a couple of things to visitors to the show. The latest models are in room 1; that's the large hall next to the entrance; it's open all day. Don't forget to wear your identity pass, as entrance is limited to members only. The museum exhibit, with a special show on the history of computing, is in room 3. Food and drinks will be sold starting at 10:00 A.M. in room 8. Finally, video presentations will be shown starting from 2:00 P.M. in room 12.

- 10 What can people see in room 1?
- 11 Who should visit room 3?
- 12 Where can people buy something to eat?

Unit 8

A

Tactic practice (1.22)

- 1 (A) There's a box near the table.
(B) There's a table in the middle of the room.
(C) There are a lot of magazines on the floor.
(D) The library is busy today.
- 2 (A) There are some vegetables next to the sink.
(B) Dinner is being prepared.
(C) The man is cleaning the kitchen.
(D) The dishes have been washed.

B

Language building 2

3 (1.23)

- 1 (A) There's a sofa on the left.
(B) There's a table in the middle of the room.
(C) There's a TV in the corner.
(D) There's a picture next to the door.
- 2 (A) There are some buses on the road.
(B) The people are standing on the bridge.
(C) There's some grass next to the building.
(D) There's a train next to the bridge.

C Understanding natural pronunciation

1, 2 (1.24)

- 1 The people are riding bicycles.
- 2 Tables are lined up.
- 3 The stores are far from the road.

E Mini-test (1.25)

- 1 (A) The book shelves are empty.
(B) The class is about to begin.
(C) The computers are on the desks.
(D) The man is reading in the library.
- 2 (A) The weather is very bad.
(B) The party has finished.
(C) The food is being prepared.
(D) There are some chairs by the table.

- 3 (A) The man is getting into the car.
(B) The parking lot is nearly empty.
(C) Lines are being painted on the road.
(D) The bus is outside the store.
- 4 (A) There are many lanes of traffic.
(B) There are no people on the street.
(C) People are waiting for a train.
(D) A man is getting into a taxi.
- 5 (A) The patient is taking some medicine.
(B) The curtains are open.
(C) The floor is being washed.
(D) The bed is under the window.
- 6 (A) A rug has been put on the sidewalk.
(B) Some boxes have been stacked next to the truck.
(C) The back of the truck is empty.
(D) There are a lot of packages on the shelves.
- 7 (A) The restaurant is closed.
(B) The windows are open.
(C) People are sitting outside the restaurant.
(D) The building is being painted.
- 8 (A) The platform is very busy.
(B) Many passengers are waiting to get off.
(C) The training course has finished.
(D) The doors of the train are open.

Unit 9

A

Tactic practice

1, 2  1.26

- 1 Where is the marketing seminar going to be held?
- 2 Have you been to the new French restaurant around the corner?
- 3 Why are all the department managers in the meeting room?
- 4 Who is the woman talking to Mr. Bauer?
- 5 What are you doing this evening?
- 6 Why do you think James was promoted?
- 7 How long will it take to get to the station?
- 8 Is that the best price you can give me?

3  1.27

- 1 Where is the marketing seminar going to be held?
(A) It's in the market now.
(B) It was held in the Grand Hotel.
(C) It's going to be in room 401.
- 2 Have you been to the new French restaurant around the corner?
(A) Yes, I had lunch there last week.
(B) No, I've never been to France.
(C) No, I don't have it.
- 3 Why are all the department managers in the meeting room?
(A) I'm not sure who planned it.
(B) They're talking about the new catalog.
(C) I think it'll be a very long meeting.
- 4 Who is the woman talking to Mr. Bauer?
(A) She's the new marketing manager.
(B) I've never met Mr. Bauer.
(C) He's been talking to her all afternoon.
- 5 What are you doing this evening?
(A) Yes, I'd be happy to go there.
(B) I stayed home and watched TV.
(C) I'm having dinner with one of our clients.
- 6 Why do you think James was promoted?
(A) He's the best salesperson in the company.
(B) Yes, I think they're going to promote him.
(C) I don't know why he wanted to go.
- 7 How long will it take to get to the station?
(A) Are you in a hurry?
(B) I don't think it's there.
(C) They've had it about a month.
- 8 Is that the best price you can give me?
(A) Sorry, I think it's too expensive for me.
(B) I can give you a discount if you buy 500 more.
(C) How many did they give you?

C Understanding natural pronunciation

1, 2  1.28

- 1 Would you prefer to drive or take the train?
- 2 Do you know what time this train leaves?
- 3 Does she work in the accounting department?
- 4 Where can I find a bank?

E Mini-test 1.29

- 1 Has John set up the meeting room yet?
(A) He's doing it now.
(B) I think he's in a meeting.
(C) John's in room 4C.
- 2 Do you know what time this bus leaves?
(A) It left 40 minutes ago.
(B) Sorry, I don't have time right now.
(C) In about 5 minutes, I think.
- 3 Why did you come to work by bus this morning?
(A) Yes, the bus was late this morning.
(B) I think he's still working.
(C) My wife wants to use the car today.
- 4 Do you sell size 12 running shoes?
(A) What brand do you want?
(B) There's a sale next week.
(C) No, they aren't large enough.
- 5 Where can I buy printer paper near here?
(A) I think it will cost about 90 cents.
(B) There's an office supplies store just down the street.
(C) No, it's not near here.
- 6 Do you want to come with me, or would you prefer to wait here?
(A) I've been waiting for a long time.
(B) Yes, I know the way to go.
(C) I think I'll come with you.
- 7 Will you be able to finish the project on time?
(A) Yes, if I work overtime this week.
(B) Yes, it's time to start the project.
(C) I've been working on it since June.
- 8 When is the next meeting?
(A) It'll be held in the hall.
(B) A week from today.
(C) We meet twice a week.
- 9 Can you tell me where the shipping department is?
(A) Yes, the packages were shipped out yesterday.
(B) I bought it last week.
(C) Yes, go through those doors on the right.
- 10 What should I do with these receipts?
(A) Take them to the accounting department.
(B) Yes, those are the correct documents.
(C) You should take your client out for dinner.

- 11 What time's your flight?
(A) It leaves just after midnight.
(B) It's a really long flight.
(C) It took about four hours.
- 12 How many people came to your presentation?
(A) I think there will be over one hundred.
(B) I didn't count, but the room was full.
(C) I spent over 20 hours preparing it.
- 13 Are you ready to order, or would you like a few more minutes?
(A) Yes, I've done this a few times.
(B) Can you give us a few more minutes, please?
(C) I think I ordered the fish.
- 14 How did you get tickets for the concert?
(A) They're my favorite band.
(B) Yes, they were quite expensive.
(C) I ordered them online.

Unit 10

A

Test tactic

5 1.30

Questions 1–3 refer to the following conversation.

- M** I wanted to hold the New Year's party at the Baymont Hotel again this year, but when I called them, they were fully booked.
- W** That's too bad. I love that place. Well, why don't we have the party at the office instead? We could have food and drinks delivered.
- M** I'm not sure that's a good idea. There isn't a room big enough for everyone.
- W** If we move the tables and chairs in the main conference room, there should be plenty of room.
- 1 Why won't the New Year's party be held in the same place as last year?
- 2 Where does the woman recommend holding the New Year's party?
- 3 What will they have to do to prepare for the New Year's party?

Tactic practice

3 (1.31)

Questions 1–3 refer to the following conversation.

- M** It's so hot in here. Do you mind if I open the window?
- W** Well, the traffic is pretty loud with the window open. I don't think it's especially warm in here. Maybe you feel hot because you've been sitting in front of your computer in a suit and tie all afternoon.
- M** You may be right, but Mr. Willis said I should wear a suit to work.
- W** Well, I'm sure it's fine to take your jacket off.
- 1 Where does this conversation take place?
- 2 Why doesn't the woman want to open the window?
- 3 What does the woman suggest the man do?

6 (1.32)

Questions 1–3 refer to the following conversation.

- M** I don't think the first candidate would be right for the sales job. He was 30 minutes late for the interview. If he's late for an appointment with a customer, it won't look good.
- W** But the first candidate has a lot of useful experience. The second candidate certainly gave better answers to the questions, but he seemed a little over-confident.
- M** Well, I'm not sure that either of them is the right person for the job. I think we need to interview a few more people before we decide.
- W** I couldn't agree more.
- 1 In which department is a job available?
- 2 What was the problem with the first candidate?
- 3 What do the speakers agree about?

B

Language building 2

(1.33)

- W** You must be disappointed that Derek got promoted to export manager before you.
- M** I don't mind. I like the job I have now. To be honest, I'm glad I don't have the extra responsibility that comes with the promotion, and the manager's salary isn't much higher.

W Everyone likes Derek but he's only been working here for two years. I don't understand why they didn't offer you the job first. Perhaps you should discuss it with the president?

M Thank you for your concern, but really, I'm happy for him.

- 1 What are the speakers discussing?
- 2 What does the man say about the position of export manager?
- 3 What does the woman suggest?

C Understanding natural pronunciation

1, 2 (1.34)

- 1 I didn't enjoy the book.
- 2 I really don't understand the problem.
- 3 I couldn't agree more.

E Mini-test (1.35)

Questions 1–3 refer to the following conversation.

- M** I heard the sales staff are getting smartphones. I really don't think that's a good idea. The money could have been spent on something more useful.
- W** You may be right, but with a smartphone you can use GPS to find customers' offices, and having easy access to e-mail is also really useful.
- M** That's true, but I think our sales staff will spend too much time visiting Web sites and playing games.
- 1 What does the man think about the sales staff getting smartphones?
- 2 What smartphone function does the woman say is useful?
- 3 What features is the man worried about?

Questions 4–6 refer to the following conversation.

- W** What's wrong? You don't look very happy.
- M** Well, management wants us to work an extra hour every week to increase productivity and they don't intend to pay us for the extra work.
- W** That doesn't seem so bad. I hear it's happening in a lot of companies these days. But if you feel strongly about it, why don't you complain?
- M** I have complained. I sent an e-mail to the human resources manager yesterday.
- 4 Why is the man unhappy?
- 5 What is the woman's opinion of the management proposal?
- 6 What does the man say about complaining?

Questions 7–9 refer to the following conversation.

- W** Mr. Lee is coming to visit on Wednesday, so I'm going to reserve a room for him at the Plaza Hotel. Do you have their telephone number?
- M** The Plaza? I believe it got poor reviews recently in *Travel Magazine*. I think we should choose somewhere better for an important client like Mr. Lee. You'd better make a reservation at the Royal Club.
- W** If you say so. But the Plaza is close to the office and it's cheaper. Do you want me to reserve a table for dinner also?
- 7 What are the speakers discussing?
- 8 What does the man say about Mr. Lee?
- 9 What does the woman say about the Plaza Hotel?

Questions 10–12 refer to the following conversation.

- M** We have to finish the reports by Friday, so we'll have to work quickly. Sarah, can you finish the sales graphs, and I'll start typing the explanation.
- W** I think Friday is going to be difficult. The sales data hasn't arrived yet. I won't get it until Thursday. Is there any way we can get more time? Another week would be great.
- M** Sorry, but the meeting with the customer is on Monday morning. If we have to work late to finish the reports, you can take some time off later.
- 10 When does the work have to be finished?
- 11 What does the woman say about the sales data?
- 12 What will the man and woman probably do to finish the work?

Unit 11

A

Language building 1

3 (2.02)

Questions 1–3 refer to the following message.

This is Dan Stevens at Molex Office Supplies. I'm not able to take your call personally at the moment, as I'm out of the office for a week. I'll be back on Monday, July 14. If you need to contact me urgently, please e-mail me. The address is customerservice@molex.com. I'll get back to you as soon as I can. For product information and general inquiries, please call our help line at 555-9234 from Monday to Friday, 9:00 A.M. to

5:00 P.M., or go to our Web site at www.molex.com. For help with customer accounts, please call my assistant, Jenny Mills, at 555-3897.

- 1 Who most likely is the speaker?
- 2 How long will Dan be away from the office?
- 3 How can people contact Dan?

Tactic practice

3 (2.03)

Questions 1–3 refer to the following report.

This is Max Evans on 94.5 City FM with today's transportation news. The cold weather has caused icy road conditions, and traffic is very slow today. Due to an accident, delays are expected eastbound on route 60. There's also construction work on Stanhope Street, so traffic there is moving slowly. The bus company confirms that buses into the city are likely to be a little late today, with expected delays of around 10 minutes. However, there's good news for train passengers. After yesterday's delays on the city main line, the train service is back to normal today. However, we suggest that all commuters allow a little extra time for their ride today to take the wintry weather into consideration.

- 1 Why are there delays on route 60?
- 2 How late are the buses likely to be?
- 3 What good news does the speaker give?

B

Language building 2

3 (2.04)

Mary, this is June from Styles by Diana. I'm calling about your appointment with Charles next Monday. I'm afraid we're going to have to change it. Charles had a bicycle accident on Friday and hurt his arm. Unfortunately, it'll be a couple of weeks before he can return to work. Do you want to wait till then to make a new appointment? If not, then Michelle or I can do your hair this time. Could you call me in the next couple of days to let me know what you'd like to do? I'm sorry if this causes any inconvenience.

- 1 Why is the speaker calling?
- 2 How did Charles hurt himself?
- 3 When can Mary most likely have a new appointment?

C Understanding natural pronunciation

1, 2 (2.05)

- 1 I'm calling about your contract.
- 2 The buses are running a bit late.
- 3 Hannah is feeling a lot better.

D Learn by doing

1 (2.06)

Hello, John. This is Sarah, from Pitt Engineering. I'm calling about our meeting next Tuesday. I'm afraid that I can't make it then. Would it be possible to change the meeting to next Wednesday? Please call me back to confirm that this is OK. I look forward to meeting with you.

E Mini-test (2.07)

Questions 1–3 refer to the following voice-mail message.

Hello, Martin, this is Stuart from Pro-Fitness Gym. I'm just calling to remind you that your monthly payment was due last week, but I'm afraid we haven't received it yet. I know you were planning on joining the new swimming class tomorrow, but you'll need to bring \$75 cash with you before you can enrol on that. In the meantime, could you check if there's a problem with your regular credit card payment? I look forward to seeing you tomorrow.

- 1 Why is the speaker calling Martin?
- 2 When should Martin have paid the fee?
- 3 How does Martin usually pay his gym fee?

Questions 4–6 refer to the following recorded message.

Thank you for calling. You have reached the offices of Jarvis, Browne, and Humphreys Tax Accountants. We're closed for business right now but will reopen on Monday, October 10. If you'd like to leave a message with your name and telephone number, we'll return your call as soon as we can. To leave a message for Mr. Jarvis, press 1. To leave a message for Ms. Browne, press 2. If you're a new customer, please press 3. Mr. Humphreys is currently on vacation for two weeks. If you're a client of Mr. Humphreys and need immediate assistance, please leave a message with Ms. Browne. For general information about our services, please go to our Web site at www.jbh.com.

- 4 What can callers who press 2 do?
- 5 How long will Mr. Humphreys be away from the office?
- 6 What should callers do if they want general information?

Questions 7–9 refer to the following talk.

Good morning, everyone and thank you for coming to hear about this year's sales figures. You'll be happy to know that sales have increased by 7 percent since last year. This means that they're 22 percent higher than two years ago and 27 percent higher than five years ago. How did we manage to do it? Well, there are three reasons. First, our sales team has expanded and is doing a great job. Second, the discount we decided to offer to regular clients has been very popular. But the main reason is that we've started a new online advertising campaign that has been very successful. So what does this mean for profits? Well, profits have increased by 12 percent, which means a bonus for everyone this year.

- 7 In which department does the speaker most likely work?
- 8 What is the main reason for the increase in sales?
- 9 What has increased by 12 percent?

Questions 10–12 refer to the following message.

Welcome to iRest, the 21st-century hotel. We're not the largest or the cheapest hotel in the city, but we offer you rooms of the future, today. The first thing you'll notice when you go to your room is that there are no keys. Just press your finger against the lock to open the door. And that's not all. To turn on the beautiful wide-screen television simply say "entertainment center open" in a loud, clear voice. To watch hundreds of new and popular movies, please buy the special cards from the machines in front of the elevators.

- 10 Who most likely is the speaker?
- 11 What does the speaker say about the hotel?
- 12 What is unusual about the rooms?

Review Test 1

Part 1 (2.08)

- 1 (A) They're sitting in the train.
(B) They're shaking hands.
(C) They're attending a training course.
(D) They're holding the handrail.
- 2 (A) She's holding the plates.
(B) She's washing the dishes.
(C) She's preparing the food.
(D) She's stacking the plates.
- 3 (A) He's parking in the street.
(B) He's walking in the woods.
(C) He's sitting on the bench.
(D) He's raking the leaves.
- 4 (A) She's shopping for food.
(B) She's looking for a shopping cart.
(C) She's getting into her car.
(D) She's washing the vegetables.
- 5 (A) He's carrying the books.
(B) He's folding the paper.
(C) He's standing in the park.
(D) He's reading a newspaper.

Part 2 (2.09)

- 6 You couldn't send me a copy of your new catalog, could you?
(A) Yes, the catalog is new.
(B) You can if you like.
(C) Certainly, can I have your address?
- 7 Do you have a map of the area?
(A) No, but you can get one at the reception desk.
(B) Yes, I'd like a map, please.
(C) This area is very popular.
- 8 How often does the number 50 bus come?
(A) I usually take the bus once a week.
(B) This bus doesn't go to 50th Street
(C) I think it's every 10 minutes.
- 9 Can I have three tickets to the nine o'clock show, please?
(A) No, I think the clock is broken.
(B) I'm sorry, it's completely sold out.
(C) Yes, it's showing every night this week.

- 10 Can I get you a cup of coffee?
(A) Sure, how do you take your coffee?
(B) Yes, I just came back from the cafeteria.
(C) Thanks, that would be great.
- 11 Do you think I should take a coat?
(A) Yes, it can get cold this time of year.
(B) I think your coat looks very nice.
(C) No, I think it was taken during the winter.
- 12 I couldn't use your phone, could I?
(A) Yes, he called a few minutes ago.
(B) Sorry, I don't have time.
(C) Certainly, here you are.
- 13 You don't have the key to the storeroom, do you?
(A) No, but I'm sure Tom has one.
(B) I don't need anything from the store.
(C) There isn't enough room in there.
- 14 You look tired this morning.
(A) Yes, it's a new tire.
(B) Sorry, I can't go there this morning.
(C) I was working till late last night.
- 15 Is the sales convention in Boston or Chicago this year?
(A) I went to Boston last year.
(B) As far as I know, it's in Chicago.
(C) Yes, I'm going to the convention.
- 16 Can you unlock the front door for me?
(A) Yes, the door is locked.
(B) Sorry, I don't have the key.
(C) I think they're at the front.
- 17 What are you doing this weekend?
(A) We went to Italy.
(B) Yes, have a good weekend.
(C) I plan to go sailing.
- 18 Should I send it to your home or your office?
(A) I'll take it with me now.
(B) I brought it to the office today.
(C) I sent it to my home address.
- 19 Can you send someone to repair my window?
(A) It's very windy today.
(B) Sure, but not until Tuesday.
(C) My window is broken.
- 20 I think we need new computers in the office.
(A) I agree, but we can't afford them now.
(B) Computer skills are very important.
(C) The office is new.

Part 3 (2.10)

Questions 21–23 refer to the following conversation.

- M** I wonder if you can help me? I've just arrived from New York, and I can't seem to find my suitcase.
- W** I see. Could you tell me which flight you were on?
- M** Yes, it was flight 317. We landed about 45 minutes ago, and all the other baggage came through, but mine didn't.
- W** Let me speak to the baggage handling section to check that everything has been taken off the airplane.
- 21** Where most likely are the speakers?
- 22** What is the man's problem?
- 23** What will the woman do next?

Questions 24–26 refer to the following conversation.

- W** I'm sorry, Mr. Amma, but we don't seem to have a reservation for you.
- M** But I received confirmation by e-mail on Thursday – a double room with a bath.
- W** We were having problems with the computer system on that day. It wasn't fixed until Friday. Would you like to take a seat in the lobby and I'll speak to the manager? Can I get you some coffee while you wait?
- M** Yes, thank you. I hope we can fix the problem quickly. I'm very tired after my flight.
- 24** Where does this conversation most likely take place?
- 25** When did the computer problems happen?
- 26** What does the woman ask Mr. Amma to do?

Questions 27–29 refer to the following conversation.

- W** As you can see, the house is in very good condition, especially considering its age. The kitchen has been completely redone, the wallpaper and carpets are all brand new, and the bathroom is very clean and sunny. And here is the living room.
- M** It seems a little dark in here.
- W** I guess the tree outside is a little overgrown. But we can cut it back, and then there would be a lot more light in this room.
- 27** Where most likely are the speakers?
- 28** What is the man concerned about?
- 29** How will the woman fix the problem?

Questions 30–32 refer to the following conversation.

- W** Excuse me, do you have this refrigerator – it's in your catalog on sale and it's a very good price. But I don't see it in the store.
- M** I'm sorry, ma'am, but that particular refrigerator is sold out. We have other models, also on sale.
- W** No, thanks. This is the one I want. When will you be getting new stock?
- M** According to our computer, we'll have some next week. If you don't mind waiting a few days, you could place an order today.
- 30** What product is the woman looking for?
- 31** What is the problem?
- 32** What does the man suggest the woman do?

Questions 33–35 refer to the following conversation.

- M** Do you know which presentation is starting next? Is it the one on time management?
- W** No, that's been canceled because the speaker's sick. The next presentation is on health and safety in the workplace, with Glen Harper.
- M** Really? I thought Glen Harper's talk was this afternoon after lunch. I seem to have the wrong schedule.
- W** Didn't you get the revised schedule? It was sent out last week. Here, you can have mine – I have a spare copy.
- 33** Where does this conversation take place?
- 34** What is the man's problem?
- 35** What does the woman offer to do?

Part 4 (2.11)

Questions 36–38 refer to the following talk.

First of all, I'd like to thank you for your interest in Plasco Industries. I hope that today's tour will give you a good idea of the kind of projects we're working on. The factory tour should take about one hour and a half. Please feel free to ask any questions as we go. We'll be going through the clean area of the factory first, so I have to ask you to put on these coveralls over your clothes, and also these hair nets to help to keep dust out of the equipment and the work environment. Thank you very much.

- 36** Where does this talk probably take place?
- 37** How long is the tour likely to take?
- 38** What is the group going to do next?

Questions 39–41 refer to the following voice-mail message.

Mr. Anderson, this is Andrea Carter from Info Systems. I'm calling to let you know that the laptop you left with us last Friday is now repaired and will be ready for pickup tomorrow. Our store is open from 10:00 A.M. tomorrow. The service center opens before that, at 7:30 A.M. if you'd like to pick up your computer then. Payment can be made by cash or credit card. We also offer a courier delivery service. We can send your computer anywhere in the city by noon tomorrow. If you'd like to make use of this service, please contact the office. Thank you for using Info Systems.

- 39 What kind of company does Andrea Carter work for?
- 40 When is the earliest the man can pick up the computer?
- 41 Why should the customer call the company?

Questions 42–44 refer to the following announcement.

Ladies and gentlemen, this is a passenger announcement. Would passengers traveling on flight 137 to Detroit please make their way to gate number 24. Please note that this is a change to the departure gate, due to a problem with baggage scanners at gate number 20. Unfortunately this change means that departure will now be approximately 30 minutes behind schedule. We would like to apologize for any inconvenience.

- 42 Why is this announcement being made?
- 43 Where are passengers for flight 137 asked to go?
- 44 When will the plane take off?

Questions 45–47 refer to the following voice-mail message.

Hi, Anna. This is Mike Hamilton. It's Thursday evening, and I'm just leaving the office. I've left a draft of the quarterly sales report on your desk. Please check the figures before you type up the final report. If you find any errors or problems, please call me on my cell phone before you make any changes. The final report needs to be handed to Carol Donovan by 4:00 P.M. on Friday. I'll be away for a couple of days, back in the office on Wednesday. My meeting with Robert Brown is in London on Monday, and we hope to sign the new contract then.

- 45 What's the first thing Anna should do with the draft report?
- 46 When will Mike return to the office?
- 47 What is the purpose of Mike's trip?

Questions 48–50 refer to the following announcement.

I've called this meeting to let you know that we've chosen a new director to take charge of the digital books and magazines department. As you know, we were looking for a person who could develop new products and ideas, and also manage a large team of digital editors and designers. I'm pleased to tell you that we've chosen Megan Riley. She has worked in Beijing and New York and has been the manager of a small but successful digital publishing company. Her publishing experience is varied and includes business books and journals, fashion magazines, and cooking magazines. Megan will be joining us in April.

- 48 What is the purpose of this meeting?
- 49 According to the announcement, what will the digital director do?
- 50 What has Megan Riley already done?

Review Test 2

Part 1 2.12

- 1 (A) There's a pile of boxes in the corner.
(B) The basket is empty.
(C) The books are on the table.
(D) There are many papers on the board.
- 2 (A) The bus driver is selling tickets.
(B) The people are getting off the bus.
(C) The bus is leaving the station.
(D) The people are boarding the bus.
- 3 (A) Some trains are in the station.
(B) The platforms are crowded with people.
(C) People are crossing the train tracks.
(D) The railway bridge is being built.
- 4 (A) She's writing a letter.
(B) She's looking at the computer.
(C) She's holding a document.
(D) She's sitting in the office.
- 5 (A) The man is getting into the car.
(B) The man is carrying the boxes.
(C) The man is leaving the office.
(D) The man is driving the vehicle.

Part 2 (2.13)

- 6 Where have you been?
(A) Yes, I have.
(B) From New York.
(C) The supermarket.
- 7 Did we receive the report from London?
(A) Yes, it's on your desk.
(B) I was in London last week.
(C) I sent it yesterday.
- 8 The party's on Friday, isn't it?
(A) Sorry, I can't.
(B) That's right.
(C) I'll do it tomorrow.
- 9 How much is a taxi to the station?
(A) About 30 minutes.
(B) Ten dollars.
(C) It's near the hotel.
- 10 What time will you be in the office tomorrow?
(A) I don't have time.
(B) About 10 o'clock.
(C) I'm leaving tomorrow.
- 11 Did you know the president is visiting next week?
(A) When is he coming?
(B) I really enjoyed his visit.
(C) I met him yesterday.
- 12 There isn't much coffee left.
(A) He left at five o'clock.
(B) I'll get some more tomorrow.
(C) I don't need any copies.
- 13 Have you seen the plans for the new office?
(A) Yes, they're on the table.
(B) The office is closed.
(C) No, it isn't new.
- 14 When does the delivery man usually come?
(A) I don't think it's been delivered.
(B) He came three times last week.
(C) He's always here before five.
- 15 Can you help me tidy up this room?
(A) Yes, I tidied it before I left.
(B) I don't need any help, thank you.
(C) Sorry, I have a meeting in five minutes.
- 16 Who should I speak to about my expenses?
(A) Yes, things are very expensive now.
(B) You should talk to your manager.
(C) I was speaking to them last week.

- 17 Which train should I take to get to Burston?
(A) You need the express train on track 4.
(B) I've been training for months.
(C) You should take another one.
- 18 Can I bring my family to the company picnic?
(A) I'm sure you'll enjoy the picnic.
(B) I think the company will bring them.
(C) Yes, family members are welcome.
- 19 Who are we sending to the conference in May?
(A) I've already sent it.
(B) I've heard that Tom will go.
(C) The conference is held in May.
- 20 Didn't you tell me that delivery costs were included?
(A) I don't think we can deliver it.
(B) I think the cost is too high.
(C) Yes, but only inside the city limits.

Part 3 (2.14)

Questions 21–23 refer to the following conversation.

- M** I'm sorry to bother you, but I'm looking for the employment office. According to this map, it's on 17th Street, but I can't seem to find it.
- W** It's on 18th Street, not far from here. It's right next to the shopping mall, across from the bank.
- M** Thank you. This map must be wrong.
- W** I think the employment office moved from 17th Street about four years ago. Maybe you should get a new map. I think you can get one at City Hall.
- 21 What is the man looking for?
- 22 What does the woman tell the man?
- 23 What advice does the woman give?

Questions 24–26 refer to the following conversation.

- W** Hello, this is the reception desk. How can I help you?
- M** This is room 515. The shower in my room doesn't seem to be working. Could you send someone up to fix it?
- W** Of course, sir, right away.
- M** I'm going to go to the fitness center for a while. I hope the problem will be fixed by the time I get back.
- 24 Where most likely are the speakers?
- 25 What is the problem?
- 26 What will the man probably do next?

Questions 27–29 refer to the following conversation.

- M** Does the first insurance plan cover repairs if my car breaks down, or is that in the second plan?
W Repairs to the car are included in the first plan, but only up to a maximum of \$500, and you'd have to pay extra for your car to be taken to a repair center.
M In that case, I guess I'll go for the second plan.
W It's more expensive, but I'd recommend it, sir, if you want complete coverage.
- 27** Where does the conversation most likely take place?
28 What is paid for separately on the first plan?
29 What does the customer decide?

Questions 30–32 refer to the following conversation.

- M** It's nice to meet you after having spoken so many times on the telephone.
W Yes, I'm really pleased to meet you, too. It's always much easier to do business with someone when you have the chance to talk in person.
M Yes, that's true. Would you like to get started, or can I offer you some tea or coffee?
W Let's talk about the schedule and the contracts first. We can take a break later.
- 30** How do the speakers know each other?
31 Why is the woman pleased?
32 What will they probably do next?

Questions 33–35 refer to the following conversation.

- M** I'm sorry I missed my appointment last week, doctor. I've been so busy at work lately.
W That's all right. I got your test results from the hospital yesterday, and you're in good health, Mr. Roberts. You're a little overweight, however, so you should try to do something about that.
M Do you have any suggestions?
W You should probably be more careful about what you eat. I'd recommend lots of fruits and vegetables. Try to improve your diet before your next appointment. I'll see you again in six months.
- 33** Where does this conversation take place?
34 What does the woman recommend?
35 When will the man probably return?

Part 4 (2.15)

Questions 36–38 refer to the following recorded message.

Thank you for calling Supercell. To hear your recorded messages, please press 1. To clear all messages, please press 2. To change your answering machine message, please press 3. For account inquiries, please press 4. To report any problems with your service, please press 5. To request a change in your call payment plan, please press 6. To return to the main menu, please press the star key. Please note that to help us improve the service we provide, calls may be recorded.

- 36** Which number should customers press to change their answering machine message?
37 Why might customers press 6?
38 Why might calls be recorded?

Questions 39–41 refer to the following announcement.

Good morning, shoppers and welcome to Hanley's. We have some really exciting deals for you this weekend. In our produce section, delicious summer fruits are at half price. In store now we have everything you need for your barbecue, including a range of tasty prepared salads to save you time. Today's special offer is a free package of paper plates when you spend \$20 or more. And don't forget our free home delivery service when you spend \$75 or more. Finally, our new opening times are 9:00 A.M. to 8:00 P.M. Thank you for shopping at Hanley's.

- 39** Where does the announcement probably take place?
40 What does the speaker say about Hanley's?
41 What is offered to customers who spend \$75 or more?

Questions 42–44 refer to the following voice-mail message.

Hi, this is Bob Andrews. I'm calling to confirm the details of our meeting next week. Of the three options you mentioned, Tuesday morning would be best for me. I'll be at a training course all day on Monday, and on Wednesday afternoon I promised my son I'd watch him play baseball. On Tuesday I had planned to attend a design meeting, but I can reschedule that to another day. As for a place to meet, I'd suggest Central Plaza Hotel. It's right next to the train station, so it'll be very convenient for both of us. I can be there by 11:00 A.M. Afterward, let me buy you lunch at a fantastic Mexican restaurant I know. It's about 10 minutes' walk from Central Plaza.

- 42 Why is Bob Andrews calling?
- 43 Where will Bob be on Monday?
- 44 Why does Bob suggest the Central Plaza Hotel?

Questions 45–47 refer to the following announcement.

Ladies and gentlemen, in 5 minutes we will be arriving at Port Ramsey. Would foot passengers please make their way to the front of the ship? Car drivers should return to their vehicles. The ship will stop in Port Ramsey for 20 minutes. The shops and cafeteria are now closed and will remain closed during our stop. Services will resume again 10 minutes after our departure from Port Ramsey. Passengers for Brightstone and Bird Island should remain in the passenger lounge. Thank you for traveling with Silver Line Ferries.

- 45 Where does this announcement probably take place?
- 46 How long will they stop in Port Ramsey?
- 47 When can passengers use the cafeteria?

Questions 48–50 refer to the following announcement.

In traffic news this morning, repairs to the Park Avenue bridge are causing long delays into the city. Heavy snow overnight is making conditions even more difficult. Drivers are advised to avoid the area between 8:00 A.M. and 5:00 P.M., if possible. City officials recommend taking either Camden Road or Irving Road. Traffic officers will be used in the area to assist drivers and deal with any congestion problems. All commuters should allow around 30 minutes extra for their ride. Bus schedules will also be affected, and bus passengers should call 555-9757 to find out more about the revised schedules.

- 48 What is the main topic of this announcement?
- 49 Who will help the public?
- 50 What kind of information is available by telephone?