

**PART 3**

Directions: You will hear some conversations between two or more 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 not be printed in your test book and will be spoken only one time.

32. What does the man ask the woman about?
(A) Travel plans
(B) Machine repairs
(C) A delivery date
(D) A payment amount
33. What does the woman ask the man to do?
(A) Hire additional staff
(B) Provide photo identification
(C) Make a deposit
(D) Sign for a package
34. Why will the man be unavailable?
(A) He will be giving a factory tour to investors.
(B) He will be assisting some technicians.
(C) He will be conducting a safety inspection.
(D) He will be attending a training session.
35. According to the woman, what is the purpose of the call?
(A) To find out some hours of operation
(B) To schedule a doctor's appointment
(C) To ask about a discount
(D) To get information about some medicine
36. What does the woman complain about?
(A) A long wait time
(B) An unfriendly staff member
(C) An incorrect order
(D) A price increase
37. What does the man suggest the woman do?
(A) Leave a voice-mail message
(B) Use an online chat service
(C) Provide medical records
(D) Cancel a payment
38. What does the man imply when he says, "you're not leaving now, are you"?
(A) He would like to speak with the woman.
(B) He needs a ride.
(C) A work shift has not ended.
(D) The woman has forgotten about a meeting.
39. What does the man say he is working on?
(A) A seating chart
(B) A Web site
(C) A time sheet
(D) A client presentation
40. What does the woman offer to do?
(A) Work on a problem
(B) Call a customer
(C) Design an illustration
(D) Hire a consultant
41. Where does the man most likely work?
(A) At an office-supply company
(B) At a catering company
(C) At a warehouse
(D) At a kitchen appliance store
42. Why does the woman call the man?
(A) To report a shipping mistake
(B) To make an appointment
(C) To change an order
(D) To negotiate a price
43. What does the man promise to send?
(A) A list of vendors
(B) A lunch menu
(C) A delivery address
(D) A confirmation e-mail

32	(A) (B) (C) (D)	41	(A) (B) (C) (D)
33	(A) (B) (C) (D)	42	(A) (B) (C) (D)
34	(A) (B) (C) (D)	43	(A) (B) (C) (D)
35	(A) (B) (C) (D)		
36	(A) (B) (C) (D)		
37	(A) (B) (C) (D)		
38	(A) (B) (C) (D)		
39	(A) (B) (C) (D)		
40	(A) (B) (C) (D)		

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44. What event are the speakers mainly talking about?
(A) A technology convention
(B) A management seminar
(C) A corporate fund-raiser
(D) A job fair
45. Which department does the man work in?
(A) Shipping
(B) Accounting
(C) Manufacturing
(D) Graphic design
46. What is the man asked to do?
(A) Make an online payment
(B) Reserve computer equipment
(C) Provide written feedback
(D) Choose a catering service
-
47. What is the man purchasing?
(A) A television
(B) A laptop computer
(C) Printing paper
(D) Business cards
48. Why does the man say, "I've just started my business"?
(A) To explain an error
(B) To reject an offer
(C) To express pride
(D) To update a friend
49. What does the woman say she will do this afternoon?
(A) Meet with a colleague
(B) Market a product
(C) Create a sample
(D) Return a phone call
-
50. What are the speakers discussing?
(A) Renting some office space
(B) Reserving a banquet hall
(C) Purchasing a car
(D) Finding an apartment
51. What is Jane concerned about?
(A) Access to wireless Internet
(B) The availability of parking
(C) The size of a budget
(D) The proximity to a city center
52. Why does the man want a short-term contract?
(A) He needs to raise more money.
(B) He is moving to a new city.
(C) A company is growing.
(D) A business agreement may change.
-
53. Why is the man calling?
(A) To open a bank account
(B) To complain about repair work
(C) To ask about a loan
(D) To interview for a job
54. Who most likely is the woman?
(A) A building inspector
(B) A city official
(C) An interior designer
(D) A bank employee
55. What will the woman do after the phone call?
(A) Sign a contract
(B) Speak to a manager
(C) Meet with a customer
(D) Mail a form

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- | | |
|----|-----------------|
| 44 | (A) (B) (C) (D) |
| 45 | (A) (B) (C) (D) |
| 46 | (A) (B) (C) (D) |
| 47 | (A) (B) (C) (D) |
| 48 | (A) (B) (C) (D) |
| 49 | (A) (B) (C) (D) |
| 50 | (A) (B) (C) (D) |

- | | |
|----|-----------------|
| 51 | (A) (B) (C) (D) |
| 52 | (A) (B) (C) (D) |
| 53 | (A) (B) (C) (D) |
| 54 | (A) (B) (C) (D) |
| 55 | (A) (B) (C) (D) |



56. According to the woman, what has happened?

- (A) Some merchandise has sold out.
- (B) A client has rescheduled a visit.
- (C) A director has reduced a budget.
- (D) A document has been lost.

57. What does the woman recommend doing?

- (A) Going to a sporting event
- (B) Searching a Web site
- (C) Inviting a company president
- (D) Using a corporate credit card

58. What will the man do next?

- (A) Pick up a rental car
- (B) Check a calendar
- (C) Talk to a colleague
- (D) Update an online account

59. Where most likely do the men work?

- (A) At a convention center
- (B) At a television station
- (C) At a bookstore
- (D) At a theater

60. Who is the woman?

- (A) A photographer
- (B) A musician
- (C) An actress
- (D) An author

61. What does the woman request?

- (A) A film ticket
- (B) A beverage
- (C) A pen
- (D) A parking pass



Orchestra Hall Concert Schedule

June 18	Andy Torino
June 25	Angela Ferrero
July 1	Javier Fernandez
July 12	Andy Torino

62. Why will the woman be away?

- (A) She is attending a wedding.
- (B) She is presenting at a conference.
- (C) She is going on a tour.
- (D) She is leading a training event.

63. Look at the graphic. When will the speakers go to a concert?

- (A) On June 18
- (B) On June 25
- (C) On July 1
- (D) On July 12

64. What does the woman say she will do next?

- (A) Read about a performer
- (B) Update a schedule
- (C) Send out an invitation
- (D) Book some tickets

56	(A) (B) (C) (D)
57	(A) (B) (C) (D)
58	(A) (B) (C) (D)
59	(A) (B) (C) (D)
60	(A) (B) (C) (D)

61	(A) (B) (C) (D)
62	(A) (B) (C) (D)
63	(A) (B) (C) (D)
64	(A) (B) (C) (D)

Miller's Clothing Shop		
April 6		
Receipt: 00309		
Item	Quantity	Price
Jacket	1	\$50.00
Scarf	1	\$20.00
Sweater	1	\$45.00
Total		\$115.00

65. What type of event did the woman go to yesterday?

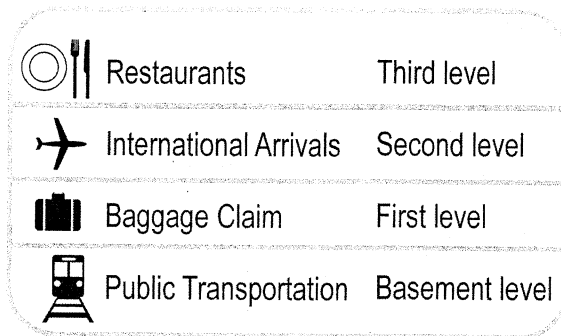
- (A) A retirement celebration
- (B) A birthday party
- (C) An awards ceremony
- (D) A business conference

66. Why does the woman want to return a piece of clothing?

- (A) She received the same item as a gift.
- (B) She found a better price in another store.
- (C) The item was damaged.
- (D) The item does not fit well.

67. Look at the graphic. How much will be refunded?

- (A) \$50
- (B) \$20
- (C) \$45
- (D) \$115



68. Why was the man late?

- (A) He was caught in traffic.
- (B) He went to the wrong location.
- (C) He was mistaken about an arrival time.
- (D) His prior meeting did not finish on time.

69. Look at the graphic. Where will the speakers probably go next?


- (A) The third level
- (B) The second level
- (C) The first level
- (D) The basement level


70. Why does the woman say she is concerned?


- (A) Her suitcase has been lost.
- (B) Her connecting flight has been canceled.
- (C) Her colleague is unable to help with a presentation.
- (D) Her mobile phone is not working properly.

65	(A)	(B)	(C)	(D)
66	(A)	(B)	(C)	(D)
67	(A)	(B)	(C)	(D)
68	(A)	(B)	(C)	(D)
69	(A)	(B)	(C)	(D)
70	(A)	(B)	(C)	(D)


Questions 32 through 34 refer to the following conversation.


 M Hi, Rushali, ^① can you tell me when the order for the new protective eyewear will be here? We need the goggles next week because the workers on the factory floor will have to wear them to operate the new equipment.


 W Oh, I'm glad you brought it up. The shipment of goggles is due to arrive on Monday morning and requires a manager's signature, but I'm leaving to go on vacation tomorrow. ^② Will you be able to sign for it?

 M No, sorry, ^③ I'll be busy helping the technicians install the new equipment. Why don't you ask Morty?


Questions 35 through 37 refer to the following conversation.


 W Hi, ^① I'm calling because I have a question for the pharmacist about the medicine my doctor prescribed. But ^② I've been waiting on hold for over ten minutes! Now I have to go to a meeting.


 M I'm sorry—we've been so busy this morning. Since you don't have time to talk now, you might want to visit our Web site. ^③ You can click on a link to chat with a pharmacist, and they can answer your questions by instant message.

 W OK, thanks. I'll try that out later this afternoon.


Questions 38 through 40 refer to the following conversation.


 M Hi, Kate, you're not leaving now, are you?

 W I usually leave around this time. Do you need something?


 M Well, ^① I'm designing this Web site for a client and... ^② could you have a look at it?


 W The Richardson Web site?


 M Yes. They want a site that works on mobile devices, but ^③ the text isn't showing up correctly on the mobile site.


 W I do need to get going, but ^④ I'll be happy to have a look at it later tonight when I get home, and see if I can get this fixed.

Questions 41 through 43 refer to the following conversation.


 W Hi, this is Margaret from Templeton Corporation. ^① I'm calling about our catering order for this Friday. ^② I know we agreed on a menu last week, but is it too late to change one of our selections?


 M Well, I'm glad you called. ^③ I was just about to get in touch with my vendor to order the supplies we'll need for your event. What would you like to change?


 W I'd like to switch the meat lasagna to the vegetarian lasagna. Some of my colleagues don't eat meat, and I forgot about that when I was placing the order.


 M No problem. I'll revise the order and ^④ e-mail you a new invoice to confirm the changes we're making.


Questions 44 through 46 refer to the following conversation.

 W Hi, Eric. ^① What did you think of the leadership seminar I led yesterday? ^② It was nice to see the new managers from across all divisions. Did it give you any good tips?


 M To be honest, ^③ I supervise a team that works with machines in manufacturing. So... it didn't offer much for me.


 W Oh, really?


 M Well, I know ^④ the seminar was meant for supervisors in all divisions, but it was more appropriate for those who work in an office on computers all day.


 W That's good to know. Actually, ^⑤ could you e-mail me some of your comments? That'll help me improve the seminar for the future.

Questions 47 through 49 refer to the following conversation.


 M Hello, I saw your ad on television, and ^① I'd like to order 200 business cards. Could I have my company's logo printed on them?


 W Of course. All you have to do is send me an electronic copy of your company logo, and we can take care of that for you. By the way, right now we're having a special on business cards. ^② Orders of 500 or more are ten percent off.


 M Honestly, I've just started my business.

 W OK, we'll make it 200 then. Be sure to send your logo, and ^③ I'll work on a sample business card for you. ^④ I should be able to do it this afternoon.


Questions 50 through 52 refer to the following conversation with three speakers.


 W Hello, thank you for coming in to meet with me. In your e-mail, ^① you mentioned that you're looking to rent some space in an office building?

 M Yes, our current office is too small, so my business partner, Jane, and ^② I would like your help in finding a larger one.







 W Sure. Are there any requirements you have for the location?

 M Hm. Jane, what do you think?






 W ^③ I want to make sure we have enough parking. Most of our employees drive to work.

 M Right, and ^④ it's also important that the office has short-term lease options. ^⑤ Our office is still expanding and we don't know if the space will be large enough in the future.







Questions 53 through 55 refer to the following conversation.

-  M Hi, ^①I was transferred to you by the bank's customer service desk. ^②I'm interested in getting a loan to do some repair work on my home. Is that possible?
-  W Certainly! ^③Our bank offers different types of financing for home improvement work. Do you own the property?
-  M Yes, I do.
-  W OK. Then the first thing I'll need you to do is fill out a loan application, so that we can check your financial history.
-  M All right, can I find that form online?
-  W Actually, no. But, ^④I'll send one to you right away. Please fill it out and send it back to me. Can I have your home address?





Questions 56 through 58 refer to the following conversation.

-  W Luca, ^①our client from Seattle just informed us that instead of next weekend, he's coming to town tomorrow. I know you're in charge of organizing some activities after work for him...
-  M Oh, that's a problem. I'd planned to take him to a concert, but that's next week.
-  W Hmmm, ^②there's a big baseball game at City Stadium this Thursday. What about taking him to that?
-  M Great idea! But ^③I'll have to ask our account manager right away if I can spend more than we'd planned to. Those tickets are going to be expensive.
-  W I'm sure it'll be OK. After all, we couldn't have predicted this.








Questions 59 through 61 refer to the following conversation with three speakers.

-  M Ms. Benedetti, ^①welcome to Humboldt Broadcasting Company. I'm Charles Jones, senior producer of the morning news program.
-  W Thanks. I'm excited about being on the show. ^②It'll be great exposure for my new book.
-  M I think it will be. We typically average two and a half million viewers per episode... And ^③let me introduce you to our production assistant, Alex Tanaka. We'll be talking with you to prepare for your interview on the show tomorrow.
-  M It's nice to meet you, Ms. Benedetti. ^④I'm a big fan of your writing.
-  W Thanks. ^⑤Before getting started, may I have a cup of coffee?
-  M Certainly. Just a moment.







Questions 62 through 64 refer to the following conversation and schedule.

-  M Hitomi, did you know that Andy Torino, the famous jazz musician, is performing at the Orchestra Hall on June eighteenth?
-  W I'd love to go and see him. But that date doesn't work. ^①My friend is getting married then, and I'll be out of town for the wedding.
-  M Wait, let me check... oh, ^②it looks like Andy Torino will be back for one more night of jazz a few weeks later. Do you want to go then?
-  W Let me see the schedule... Oh yeah, ^③that's perfect. ^④Let's check if anyone else from our office would like to go and see the concert. I'll send out an e-mail right now.

Questions 65 through 67 refer to the following conversation and receipt.

-  M Welcome to Miller's Clothing Shop. May I help you?
-  W Hi. I was in here last week. Do you remember me?
-  M Oh, yes. I helped you pick out some clothes for work. Is there a problem?
-  W Well, ^①my friend threw me a party yesterday because it was my birthday. And ^②someone gave me the same sweater I bought here last week! ^③So, I'd like to return that one and get my money back.
-  M We can do that. But you could also exchange it for something else. We just got a brand-new shipment of pants and skirts in beautiful spring colors.
-  W No, thanks. ^④I'd just like a refund for the sweater.
-  M Sure. Can I see your receipt?

Questions 68 through 70 refer to the following conversation and sign.

-  M Hi, Jin-Hee, glad to have found you! ^①I'm so sorry I'm late.
-  W Oh, don't worry. I wasn't waiting that long.
-  M I actually arrived early, but ^②I waited in the domestic arrivals area for a while before realizing that international arrivals were in a different terminal.
-  W I've done that before. Anyway, I have all my bags. ^③Shall we walk down to the train now?
-  M OK. So, how was your flight?
-  W It was smooth, and I'm happy to be here for the conference. But ^④I'm a little concerned though. ^⑤I just received an e-mail from my copresenter. She's not feeling well and won't be able to lead the session with me tomorrow.