

M: Yes,/this is Paul Williams from Hookman Travel Agency. <sup>08</sup>I ordered some copy paper last Monday/ and it still hasn't arrived.


W: Oh,/I apologize for the inconvenience. Actually,/our delivery person called in sick for 3 days,/so we are behind schedule. I will make sure you get the paper you requested/by 3 o'clock this afternoon.

07  British accent → American accent

08 American accent → Australian accent

Questions 7-8 refer to the following conversation.


W: 07 Pennington Office Products. Can I help you?

- 04  British accent → American accent  
American accent → Australian accent

Question 4 refers to the following conversation.

W: Hello. I just received/the fax machines we ordered/last month,/but both of them are damaged.

M: I'm sorry about that. Can you describe the damage?

- 05  American accent → Australian accent  
06 British accent → American accent

Questions 5-6 refer to the following conversation.

W: LC Computers. How can I help you today?

M: Hi,/I recently purchased a printer/from your store. <sup>05</sup>I followed the instructions in the installation manual,/but <sup>06</sup>I still can't print anything.

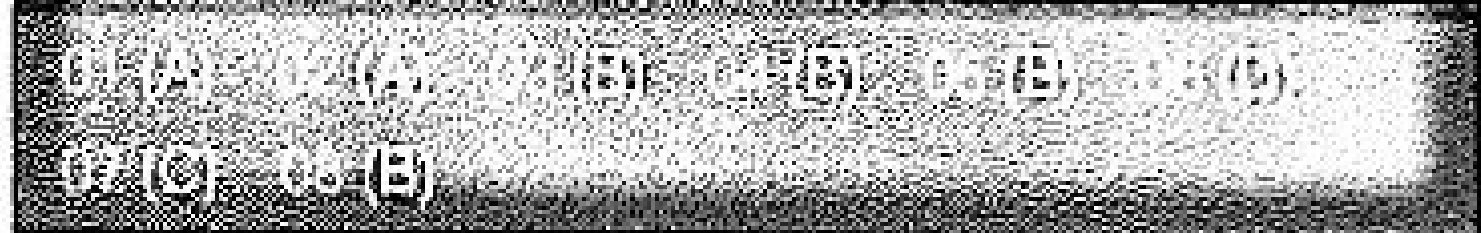
W: <sup>05</sup>Let me see if I can help you with that. First,/you should make sure/that all the cables are connected. If they are,/turn off the printer and restart the computer.


- 03  American accent → American accent  
British accent → Australian accent

Question 3 refers to the following conversation.

W: I'm calling about the curtains/we ordered.  
You told me/they would arrive this morning,/but they haven't.

M: I think/the driver has a busy schedule today.  
If you want,/you can call our delivery office/at 555-7219.




- 01  British accent → Australian accent  
American accent → Australian accent

Question 1 refers to the following conversation.

W: This is Lisa Bowen/ from Star Finance. I'm calling to find out/ about the projectors we ordered.

M: Oh,/ hi Lisa. We sent your shipment/ last week.

- 02  British accent → American accent  
American accent → Australian accent

Question 2 refers to the following conversation.

W: Good morning,/ Stewart Electronics service department. How can I help you?

M: I ordered some camera equipment/ last month. It was supposed to be here/ this week,/ but I still haven't received it.

06 Australian accent → American accent

Questions 5-6 refer to the following conversation.

M: <sup>05</sup>Maple Office Equipment. May I help you?

W: Yes, /the screen on my office computer/ was damaged. Do you know /where I can get it repaired?

M: You can bring it to our service center / located in our downtown store. <sup>06</sup>We also provide in-office repairs /for an extra fee.

W: I have some free time this afternoon, /so I can bring it in.

07  British accent → Australian accent


08 American accent → Australian accent

Questions 7-8 refer to the following conversation.

W: The conference room is really cold. Do you know /if the heating system is working?

M: Actually, /it stopped working this morning. <sup>07</sup>I already contacted the technician, /but he said he won't be able to fix it this afternoon.

W: I guess we will have to wait. In the mean-time, /<sup>08</sup>I'll put on an extra sweater.

- 03  Australian accent → British accent  
American accent → British accent

Question 3 refers to the following conversation.

M: I can't make copies of the handouts/I need to distribute/because the copier is broken.

W: Why don't you ask Bob/and see if he can copy them for you/on the third floor?

- 04  Australian accent → British accent  
American accent → British accent

Question 4 refers to the following conversation.

M: Can you check the photocopier? It is making a strange noise.

W: I looked at it already/and the ink cartridge needs to be replaced. I can start replacing it this afternoon.

- 01 ☐ British accent → Australian accent  
American accent → Australian accent

Question 1 refers to the following conversation.

W: Why isn't the printer working?

M: It's out of ink.

W: Oh no. I need to print out my report/for the meeting/this afternoon. Can't we get it fixed?

- 02 ☐ British accent → American accent  
American accent → Australian accent

Question 2 refers to the following conversation.

W: I accidentally locked myself out of my office. Can you come/and open the door for me?

M: No problem. What floor is your office located on?



07  American accent → Australian accent

09 Questions 7-9 refer to the following conversation.

W: Did you call the technician yet? We need to send these reports to our supplier today, / but <sup>07</sup>the fax machine is still not working.

M: I called already, / but the technician said / that he can't fix it until Thursday.

W: But <sup>08</sup>the reports are due today. I suppose I will have to deliver them in person, / but I just don't have enough time today.

M: Why don't you have them delivered by a messenger? <sup>09</sup>I can call a courier service / if you'd like.

04  British accent → Australian accent

06 Questions 4-6 refer to the following conversation.

W: Good morning,/this is Rebecca Howe calling from Woody's Restaurant. <sup>04</sup>I ordered some serving dishes a month ago,/but they still haven't arrived. I want to know/when they will be delivered.

M: I'll check that for you right now. Yes, <sup>05</sup>your order was sent 3 days ago/and should arrive by the end of this week.

W: Oh no. I need them by tomorrow. <sup>06</sup>Is there any way to speed up the delivery?

M: I'm not sure. Let me call the warehouse/and see if there is something I can do.

01 (A) 02 (C) 03 (A) 04 (B) 05 (C) 06 (B)  
07 (C) 08 (A) 09 (D)

01 ☒ American accent → American accent

03 Questions 1-3 refer to the following conversation.

W: Hello, Mr. Tortelli. <sup>01</sup>I'm calling from Harrelson Office Supplies. <sup>02</sup>I received payment for your last order,/but you didn't send us the full amount.

M: Really? The last bill I got/was for \$200/and I sent that amount last week.

W: Our records show/that you were also sent a bill/for some ink cartridges.

M: There must be some mistake. I didn't order any cartridges. <sup>03</sup>I can send you a copy of the order form/if you want.

**(M-Br) Ms. Lewis, after looking at your résumé and interviewing you,<sup>53</sup> we've decided to offer you a job as a sales representative here at Harper Industries.**

**(W-Br) Thank you, Mr. Andrews. I'd like to accept the offer. When I first saw the advertisement for this position, I felt this would be a perfect opportunity to utilize my background in sales.**

**(M-Br) Great.<sup>54</sup> Now you'll need to see Ms. Avery in the human resources department to fill out some paperwork. How soon do you think you can start?**

**(W-Br) Well,<sup>55</sup> I'd say in about three weeks.**

(W-Br) Here are my keys. <sup>50</sup> **Can you give me an idea of when I should come back to pick up the car?**

(M-Am) <sup>60</sup> **We need to rotate the tires, change the oil, and perform a safety inspection, so it'll probably be ready around 5 o'clock.**

(W-Br) <sup>51</sup> **I can be back here by five, but I'll need to get to and from my office today. Where can I catch a bus?**

(M-Am) <sup>52</sup> **The bus stop is about two hundred meters down that way. There are normally buses going into town every 10 minutes or so. We'll see you at the end of the day.**

(M-Am) Clara, is that really you? I didn't expect to see you here.

(W-Br) Hi, Mark! I hadn't planned to come, but <sup>47</sup>I couldn't miss our ten-year reunion. It's really nice to be back on campus, isn't it?

(M-Am) It is. <sup>48</sup> I can't believe it's been ten years since we've seen each other. <sup>49</sup> Remember the time we won second and third prizes in the chess competition?

(W-Br) Of course — <sup>49</sup> that's one of my best memories from our university days.

(W-Br) Excuse me. I think <sup>44</sup> I left my glasses on a table when I was here this afternoon. Has anyone found them?

(M-Br) Let me check our lost item drawer. No, I'm sorry, they aren't here.

(W-Br) Could you do me a favor and call me if you find them? It's difficult for me to read without them and I have to study for an exam tonight.

(M-Br) I understand. After we reshelve the books tonight,  
<sup>45,46</sup> I'll take a good look around the library and call you if I find them.

(M-Br) Welcome back, Flora! How was Spain?

(W-Am) Wonderful, thanks. I went with a few friends —  
**<sup>41</sup> we stayed at a small hotel in Valencia for two weeks.**

(M-Br) Yeah, **<sup>42</sup> I really enjoyed Valencia when I visited my family there last year.** Did you do a lot of sightseeing?

(W-Am) Only a little, really. **<sup>43</sup> We were more interested in lying on the beach in front of the hotel every day.** Once in a while, we did try out a new restaurant though.



**(W-Am) Hi. My name's Jenna DeMarco. <sup>68</sup> I'm calling to check on a delivery from your store.**

**(M-Br) Let me check our records. Yes, I see you ordered a new computer and printer. Our delivery person is scheduled to deliver them on April fourth.**

**(W-Am) But I won't be at home that day. <sup>69</sup> I was told they'd be here on the second.**

**(M-Br) Well, <sup>68</sup> let me check with the manager about the date, and <sup>70</sup> I'll call you back this afternoon.**

## 65-67

(W-Br) You've reached Dr. Franklin's office. How may I help you?

(M-Am) Yes, this is Martin Brown. <sup>65</sup> I need to cancel my appointment for an eye exam on Wednesday.

(W-Br) OK. <sup>66</sup> Would you like to reschedule? The doctor could see you at two o'clock on Friday.

(M-Am) Actually, I'm really busy at work this week. <sup>67</sup> I'll call back on Monday morning when I know more about my schedule for next week.

(M-Am) Karen, thanks for your e-mail. The proposal for our building project in East Asia looks good.

(W-Am) Thanks, Mark. <sup>62</sup> **What did you think about the budget?** Do we need to increase the estimates for the overhead?

(M-Am) No, I think they're fine. But there was something else. <sup>63</sup> **I think the estimates for our expenses in Shanghai seemed low.** Did you look up the current cost of living there?

(W-Am) Actually, I used estimates from last year. But you're right — living costs may have gone up. <sup>64</sup> **I'll check online.**

**59-61**

**(W-Am) All the guests are seated. <sup>59</sup> Is the food ready to be served?**

**(M-Am) No, it's not. I just spoke to the caterers. Apparently there was some miscommunication. <sup>60</sup> They thought dinner was supposed to start later, at seven-thirty.**

**(W-Am) Seven-thirty? That means the presentations won't start until nine o'clock. <sup>61</sup> I'll have to tell the guests to expect a delay.**

(M-Am) <sup>56</sup> **Julie, when are you coming back from London?**

(W-Am) Well, if my meetings go really well, I could be back by next Tuesday, but I may stay through Friday. Why do you ask?

(M-Am) Stephanie announced that she's moving to Boston for a new job. So <sup>57</sup> **I'm throwing her a party at Vega's Restaurant next Wednesday, and I was hoping you'd be able to come.**

(W-Am) I won't be able to make it on Wednesday, but thanks for letting me know about Stephanie. <sup>58</sup> **I'll be sure to stop by her office before I leave.** She's been a great colleague, and I want to say good-bye.