

Transcript

Listening Comprehension

PART 1 ★ Photographs

UNIT 01 Photos with People in Focus

Checkup 1.1

- (A) A woman is looking at a monitor.
- (B) She is wearing a long-sleeved blouse.
- (C) She is talking on the phone.
- (D) A woman is pointing at her computer monitor.

Checkup 1.2

- (A) A woman is getting into a car.
- (B) She is wearing a suit.
- (C) She is fastening her seat belt.
- (D) She is driving on a highway.

Checkup 2.1

- (A) The speaker is walking toward the audience.
- (B) The audience is standing in the room.
- (C) The speaker is facing the audience.
- (D) The audience members are talking to one another.

Checkup 2.2

- (A) The waitress is carrying a tray.
- (B) The man is holding a glass.
- (C) The couple is looking for a table.
- (D) The waitress is taking an order.

Checkup 3

- 1. (A) A woman is holding her cell phone.
(B) Several people are standing on the bus.
(C) A woman is reading a newspaper.
(D) A man is getting off the bus.
- 2. (A) They are studying in the library.
(B) They are resting their arms on the table.
(C) A boy is wearing a short-sleeved T-shirt.
(D) One of the boys is standing next to the table.

Step-by-Step Practice Test

Step A

- 1. (A) A woman is decorating a cake.
(B) A woman is taking a cake out of the oven.
- 2. (A) Two men are serving a meal.
(B) Two men are cooking in a kitchen.

Step B

- 1. (A) They're building a house.
(B) They're hanging up some laundry.
(C) They're setting up a tent.
(D) They're throwing out some garbage.
- 2. (A) People are crossing the road.
(B) People are walking over a bridge.
(C) People are strolling along a river.
(D) People are passing through a tunnel.

Step C

- 1. (A) He's driving a cart.
(B) He's loading some boxes.
(C) He's arranging some products.
(D) He's wearing a cap.
- 2. (A) They're shopping in a supermarket.
(B) They're paying for groceries.
(C) They're eating some fruit.
(D) They're looking at each other.

UNIT 02 Photos with Objects & Backgrounds in Focus

Checkup 1.1

- (A) There is a statue in the park.
- (B) Many flowers are being planted.
- (C) There are tall buildings next to the statue.
- (D) People are walking around the park.

Checkup 1.2

- (A) Many binders are arranged on the desks.
- (B) There are several plants on the bookshelf.
- (C) There are chairs in front of the desks.
- (D) Some chairs are stacked on top of one another.

Checkup 2.1

- (A) Many people are sitting around display tables.
- (B) Many books are on display.
- (C) The woman is holding a book.
- (D) One of the men is paying for a book at the counter.

Checkup 2.2

- (A) There are several boats on the lake.
- (B) Some boats are passing each other on the water.
- (C) The boat is tied at the dock.
- (D) There are tall trees along the lake.

Checkup 3

- (A) The fishing rod has been broken.
(B) A chair has been folded up.
(C) A bucket is placed by the water.
(D) There are no people around the lake.
- (A) A computer has been placed by the window.
(B) Posters have been attached to the wall.
(C) Documents are scattered on the floor.
(D) There is a chair in front of a computer.
- (A) One of the people is moving a box.
(B) People are studying outside.
(C) People are looking at the books.
(D) A woman is taking books from her bag.
- (A) Some of the trees have been cut down.
(B) Plants are being watered with a hose.
(C) A stream passes through the field.
(D) A lawn is being sprayed with water.
- (A) He's taking off his watch.
(B) He's leaning over a desk.
(C) He's turning on a lamp.
(D) He's polishing his glasses.

Step-by-Step Practice Test**Step A**

- (A) Fish are displayed on a table.
(B) A meal has been served at a restaurant.
- (A) A tree has fallen across the river.
(B) Some buildings are located beside the water.

Step B

- (A) The ground is covered with leaves.
(B) Clothes are drying in a tree.
(C) A ladder is leaning against the house.
(D) Laundry is piled in a basket.
- (A) There are cars parked along the street.
(B) Bicycles are lying on the road.
(C) People are walking on the sidewalk.
(D) Several people are crossing the street.

Step C

- (A) The house has two stories.
(B) The gate has been opened.
(C) Flowers have covered the roof.
(D) There are clouds in the sky.
- (A) Traffic has stopped along the street.
(B) Cars are being towed.
(C) Vehicles are parked side by side.
(D) A driver is getting into a car.

Mini-Test: Part 1

- (A) She's drying some dishes.
(B) She's enjoying a coffee.
(C) She's filling a cup.
(D) She's wiping a machine.
- (A) She's washing her car.
(B) She's checking the tires.
(C) She's pumping fuel.
(D) She's driving to a gas station.
- (A) A man is exercising at the gym.
(B) A man is getting a massage.
(C) A man is looking into a mirror.
(D) A man is spreading out a towel.

PART 2 ★ **Question-Response****UNIT 01** *Who • What • Which***Checkup 1**

Who will lead the accounting team?

- He is reading a book.
- I'm not sure.
- The accountant is on the team.

Checkup 2

What do you think of the advice?

- It is very helpful.
- He advised me to go there.
- I gave him a piece of advice.

Checkup 3

Which train are you taking?

- The train station is over there.
- I am taking the express train to London.
- The training is too difficult.

Step-by-Step Practice Test**Step A**

- Who was elected the new president of the company?
(A) For the election.
(B) That is a birthday present.
(C) Mr. White was.
- What would you like to order for lunch?
(A) I want a sandwich.
(B) No, she didn't say anything.
(C) The launch is next week.
- Which task on the schedule should we do first?
(A) OK, I'll add that to the schedule.
(B) We're going to be extremely busy.
(C) The sales report is the most urgent.

Step B

1. Who is the director speaking with?
(A) That's the finance manager.
(B) Yes, her voice is very clear.
(C) He's discussing the project.
2. What color should we paint the walls?
(A) What about yellow?
(B) That's a good idea.
(C) We can buy some brushes.
3. Which job did you apply for?
(A) Nobody yet.
(B) The position in marketing.
(C) On Thursday.
4. Who will make a presentation in the seminar?
(A) In November.
(B) Mr. Jackson.
(C) Yes, I did it.

UNIT 02 *Where · When*

Checkup 1

- Where should I leave this document?
- (A) In the afternoon.
 - (B) You should live in the country.
 - (C) With the receptionist.

Checkup 2

- When will you finish the report?
- (A) Thanks for your support.
 - (B) By next Monday.
 - (C) Yes, I will finish it.

Similar-Sounding Words I

Checkup

1. Who can make a copy of this?
2. Where did she put the file?
3. When will the company launch the new printer?
4. When did you get the prize?
5. Are you leaving for New York soon?

Step-by-Step Practice Test

Step A

1. When will we discuss the contract?
(A) You can contact me at this number.
(B) I'm available on Thursday.
(C) Yes, I have.
2. Where can I get a copy of the timetable?
(A) There's not enough time.
(B) At the front desk.
(C) Milk, but no sugar, please.

3. Where should I leave these boxes?
(A) On the desk.
(B) Peter lives nearby.
(C) At 12 o'clock.

Step B

1. When was your last doctor's appointment?
(A) I'm not sure.
(B) I'm the third person in line.
(C) At the local hospital.
2. Excuse me, where is the men's bathroom?
(A) Down the hall on the right.
(B) About three or four people.
(C) The conference room is on the third floor.
3. When will you call me back?
(A) Around 5 p.m.
(B) There are only four of us.
(C) I have a pain in my back.
4. Where is the key to the closet?
(A) Some records are kept in there.
(B) Really? I don't think so.
(C) I'll ask Charlie.

UNIT 03 *How · Why*

Checkup 1

- How long will it take to finish the project?
- (A) About two hours.
 - (B) The project isn't finished yet.
 - (C) We have to wait a minute.

Checkup 2

- Why are you waiting in line?
- (A) There's a long line.
 - (B) To buy a movie ticket.
 - (C) Yes, she is waiting for you.

Pronunciation: American vs. British

1. He is writing a business letter at his desk.
2. A woman is standing at the bottom of the stairs.
3. Please submit the request in written form.
4. She's pushing a button.
5. She has a job interview this afternoon.
6. About thirty percent of workers have taken advantage of the program.

Step-by-Step Practice Test

Step A

1. Why are the lights on in the house?
(A) Yes, that's right.
(B) The switch is by the door.
(C) I have no idea.

2. How will you get to the conference?
 - (A) It went well.
 - (B) I'm going to drive.
 - (C) Some pens and a T-shirt.
3. How long will it take to get to New York?
 - (A) Five hours by train.
 - (B) For a job interview.
 - (C) Within the next month.

Step B

1. Why are you interested in this position?
 - (A) I have worked in a similar role.
 - (B) I applied immediately.
 - (C) Some people find it interesting.
2. How did you prepare for the test?
 - (A) I made a couple of mistakes.
 - (B) The test was really difficult.
 - (C) I borrowed a few books.
3. Why don't you get yourself a drink?
 - (A) OK, I'll do that.
 - (B) Because it is getting hotter and hotter.
 - (C) Either is fine.
4. How much paper did we use last month?
 - (A) Recycled paper is fine.
 - (B) Around ten and a half boxes.
 - (C) It costs five cents per sheet.

UNIT 04 Yes/No Questions

Checkup 1

- Is there anyone who can speak Spanish?
- (A) No, she's from Spain.
 - (B) For a job interview.
 - (C) Ms. Parker in the marketing department.

Checkup 2.1

- Did you find my apartment easily?
- (A) Yes, it was founded two years ago.
 - (B) In the accounting department.
 - (C) No, it took some time.

Checkup 2.2

- Have you met the sales director before?
- (A) The sales were good before.
 - (B) I didn't meet the deadline.
 - (C) No, I don't think so.

Checkup 2.3

- Would you like to take a walk during the lunch break?
- (A) I don't like to work after lunch.
 - (B) How about spaghetti?
 - (C) Sounds great.

Checkup 3

- Won't you visit the museum this time?
- (A) No, I don't have time to do that.
 - (B) The exhibition is great.
 - (C) I am visiting the music hall.

Step-by-Step Practice Test

Step A

1. Are seats for the show still available?
 - (A) I used one sheet of paper.
 - (B) There are two in the front row.
 - (C) Everyone enjoyed the show.
2. Isn't that package heavy?
 - (A) It hasn't been decided yet.
 - (B) I can manage.
 - (C) We started packing yesterday.
3. Do new members get any benefits?
 - (A) I already knew that.
 - (B) We offer a ten-percent discount.
 - (C) In the benefits department.

Step B

1. Does the hospital have any volunteer jobs?
 - (A) No, I'm on salary here.
 - (B) It's the best in the city.
 - (C) Yes, there are always openings.
2. Can I borrow your pen for a moment?
 - (A) You're right. We should hurry.
 - (B) To write my name.
 - (C) Yes, here it is.
3. Should I apply for the course online?
 - (A) Yes, that seems the easiest way.
 - (B) Actually, we have enough supplies.
 - (C) The line is busy.
4. Will my computer be updated, too?
 - (A) They're kept in the warehouse.
 - (B) We're upgrading every computer.
 - (C) December 14.

UNIT 05 Alternative / Tag / Embedded Questions

Checkup 1

- Did Bill come by train or bus?
- (A) I met him at the training session.
 - (B) Yes, he did.
 - (C) He took the express train.

Checkup 2

- The sales figures went down last month, didn't they?
- (A) They were not on sale.
 - (B) Yes, by five percent.
 - (C) No, they didn't go there.

Checkup 3

Who do you think will be promoted to manager this time?

- (A) No, I don't think so.
- (B) I have no idea.
- (C) I am the manager.

Step-by-Step Practice Test

Step A

1. The workshop starts next week, doesn't it?
 - (A) It mainly sells groceries.
 - (B) She arrives on Monday.
 - (C) Yes, I hope we've organized everything.
2. Do you know why so many people came?
 - (A) Yes, over a thousand attendees.
 - (B) Tickets were cheaper this week.
 - (C) Ethan is coming, too.
3. We can get there by bus, can't we?
 - (A) No, there aren't any routes nearby.
 - (B) I don't know how to drive.
 - (C) Yes, to the bus station.

Step B

1. Where do you think we can put our luggage?
 - (A) Clothes, and maybe a towel as well.
 - (B) I'll ask the front desk.
 - (C) Neither of them.
2. Carolyn's son works here too, doesn't he?
 - (A) That's right. He's an intern.
 - (B) It's fine. I've got my sunglasses.
 - (C) She has one son, not two.
3. Did you write this report or did someone else?
 - (A) I missed the news report.
 - (B) I don't mind.
 - (C) I'm not sure who wrote it.
4. Do you know where I can get some water?
 - (A) That would be really useful.
 - (B) I already knew that.
 - (C) There's a bottle in the fridge.

UNIT 06 Statements / Requests / Suggestions / Offers

Checkup 1

I finally finished the project.

- (A) What time will you finish it?
- (B) Can I take a look at it?
- (C) Do you need help with your project?

Checkup 2

Do you mind visiting me on the way home?

- (A) Yes, I am coming home.
- (B) Of course not, but can I ask why?
- (C) I have something in mind.

Checkup 3

Why don't we attend the trade fair together?

- (A) Because it is not a fair play.
- (B) I'd be happy to.
- (C) To make a trade.

Words with Multiple Meanings

Checkup

1. Can we take a break for a cup of coffee now?
 - (A) Let's go in ten minutes.
 - (B) Be careful not to break the cup.
2. Do we have to order another box of printing paper?
 - (A) Yes, they're in alphabetical order.
 - (B) Not until next month.
3. Who's in charge of making this week's schedule?
 - (A) I am, and it's almost ready.
 - (B) I paid for it myself.
4. Can you tell me the way to the nearest grocery store?
 - (A) Sure. Just follow me.
 - (B) You can store them in the closet.
5. Does this dress code apply to the warehouse staff?
 - (A) There were two applicants.
 - (B) Yes, to everyone.
6. Did you leave him a message?
 - (A) No, I'm visiting him later.
 - (B) Yes, I'm leaving soon.

Step-by-Step Practice Test

Step A

1. Would you mind moving to another seat?
 - (A) No, that's fine.
 - (B) Thank you for reminding me.
 - (C) We see a movie at least once a month.
2. Our new business shirts are selling well.
 - (A) Definitely.
 - (B) I don't need any new shirts.
 - (C) Yes, she's really good.
3. I have no idea where our catalogue is.
 - (A) It is very informative.
 - (B) Check with Mr. Sato.
 - (C) Sure, here are a few catalogues.

Step B

1. How about booking the 8:30 session?
 - (A) By using the ticket machine.
 - (B) I already ate a snack.
 - (C) I think that's too late.

2. Do you mind if I arrive twenty minutes late?
(A) I'm sorry about that.
(B) That should be OK.
(C) Exactly.
3. Could you turn on the fan?
(A) Oh, I'm a fan of this team.
(B) Because of the weather.
(C) Yeah, it is warm in here.
4. Would you like to try this sample?
(A) He always tries his best.
(B) It was delicious.
(C) Sorry, but I'd rather not.
8. Don't we have a large balance on our credit card?
(A) It's easy to lose your balance.
(B) No, we haven't paid it yet.
(C) It's bigger than I thought, yes.
9. How often do we check the fire alarm?
(A) First, we need the ladder.
(B) There's one in every room.
(C) Every two to three months.
10. The pants I bought are two sizes too small.
(A) Sorry, I should've checked.
(B) Didn't you try them on?
(C) No, these are size medium.

Similar-Sounding Words II

Checkup

1. Where do you want to have lunch?
2. It took one hour to finish the work.
3. Have you read the newspaper today?
4. The restaurant is on your right side.
5. I don't know anything about that.
6. Please welcome our new teacher, Mrs. Green.
7. Winter clothes are on sale now.
8. He finally passed the entrance examination.

Mini-Test: Part 2

1. Which suitcase is yours?
(A) No, it's not.
(B) That brown one.
(C) I don't need anything.
2. When did you submit the form?
(A) For two hours.
(B) Over three weeks ago.
(C) By post.
3. Will you travel during the holidays?
(A) No, not this year.
(B) My favorite city is Paris.
(C) Yes, I did.
4. Do you feel like seeing a movie?
(A) A friend recommended it to me.
(B) Which one?
(C) I felt tired yesterday.
5. How about sitting on that bench for a while?
(A) It seems very well-made.
(B) Sure. It's in a nice spot.
(C) I don't think I can afford it.
6. Do you mind if I take some more food?
(A) Not at all.
(B) Usually after the lunch break.
(C) I didn't know they liked it.
7. Should I draw you a map to my place?
(A) Thanks, but I know the way.
(B) You're really good at drawing.
(C) I can't find it on my map.
11. Why did you skip the meeting today?
(A) I enjoy meeting people, too.
(B) I asked my manager.
(C) I had another appointment.
12. Sarah is really kind, isn't she?
(A) Yes, I agree.
(B) They visit every Monday.
(C) We don't sell that kind of paper.
13. Do you think we'll finish today or tomorrow?
(A) Today, hopefully.
(B) No, that was yesterday.
(C) I'm interested in both of them.
14. Have you been to this restaurant before?
(A) Our reservation is for 6 p.m.
(B) It's on the main street.
(C) I come here regularly.
15. I'll be out of the office until 2 o'clock.
(A) I've worked here for six years.
(B) Please call me later, then.
(C) Well, my watch says it's 1 o'clock.

PART 3 ★ Short Conversations

UNIT 01 Main Question Types

Checkup 1

- M:** My presentation went very badly. I don't think I will get promoted this time.
- W:** Don't worry. You did a good job.
- M:** No, I don't think so. Anyway, how often does the bus to City Hall run? I've been waiting for more than ten minutes.
- W:** Oh, look. Here it comes. Let's talk more about it at the meeting tomorrow.

Checkup 2

- W:** Hello. This is Amy from Chicago Office Depot. We have a promotion in progress until the end of this week. Printing paper is \$10 per box, and ink cartridges are thirty percent off the regular price.
- M:** That sounds good. Actually, I need to buy a new color ink cartridge for my laser printer. How much is that with the discount?
- W:** The regular price is \$100. With the thirty-percent discount, they're just \$70.
- M:** OK, then I'd like to order two ink cartridges.

Checkup 3

- W:** Hi, I'm here to see the sales manager, Mike Colbert.
- M:** Oh, I'm sorry. Mike is with a client right now. He asked not to be disturbed.
- W:** Hmm. Do you know when he'll be finished?
- M:** It's hard to say. Why don't you have a seat?
- W:** Well, the thing is I have another appointment in twenty minutes. I'll give him a call later.

Checkup 4

- M:** I heard you need me to order a new work computer for you. Did you want a desktop, laptop, or tablet?
- W:** I've got a good desktop. I need something for traveling—as light as possible, preferably.
- M:** I see. What's the minimum display size that you need?
- W:** Well, although I want something light, I don't want a really small screen. Nothing less than ten inches, I think.
- M:** OK. I'll check the brochure and put in the order.

Step-by-Step Practice Test

Step A

[1-2]

Questions 1 and 2 refer to the following conversation.

- W:** John, are you busy? I'm about to submit an order for next year's calendars. Our last order was for sixty copies. Should we get the same amount again?
- M:** Well, a couple of new employees have joined the company since then. Also, I think a few colleagues didn't get a calendar last time. What about increasing the order to seventy copies?

[3-4]

Questions 3 and 4 refer to the following conversation.

- M:** I lost my wallet today, and I'm hoping you can help. When I was heading to work, it must have fallen out of my pocket. My credit card was inside, so I'd like to cancel it as soon as possible.
- W:** Certainly, I can process the cancellation right away. Can you tell me your name? Do you have any identification with you?

Step B

[1-3]

Questions 1–3 refer to the following conversation.

- W:** Excuse me, I'm looking for some medication for my allergies. Every morning I wake up and sneeze over and over again. It's becoming a real problem.
- M:** OK, let me see. We have two options here. These tablets are cheaper, but they might make you feel sleepy during the day. This other box is more expensive, but there are no side effects.
- W:** I'm happy to pay more. When should I take them?
- M:** Take a tablet in the evenings before going to bed. Let's head over to the counter, and I can process your payment.

[4-6]

Questions 4–6 refer to the following conversation.

- W:** Derek, has the planning committee picked a venue for the book fair next spring?
- M:** Yes, everyone agreed on the Chicago Convention Center. I wanted to consult with you before finalizing the dates, though.
- W:** Is the first week of May available? That would be perfect.
- M:** Their schedule says there's a huge food fair that week. Should we try for sometime in April?
- W:** Actually, later is better. We need all the preparation time we can get.
- M:** OK, there's an opening in mid-May. I'll book it for that week.

UNIT 02 Business-Related Topics

Checkup 1

- M:** Hello. My name is James Flanders. I'm calling about your job advertisement for an accountant.
- W:** Oh, yes. Thank you for calling. Do you have any questions about the position?
- M:** I just wanted to confirm that my application documents have been received. I mailed them last week.
- W:** Let me see. Yes, here they are. I have your documents here on my desk. On Tuesday, we'll start contacting the candidates that we'd like to interview.

Checkup 2

- M:** So, Tracey, I heard you spoke with Mr. Woods. First of all, congratulations on your promotion.
- W:** Thank you. I can't wait to get started.
- M:** I hope you don't mind, but we don't want to share the good news just yet. Jennifer is retiring soon, and we think that should be announced first. You can tell your family about the promotion, but can you keep it a secret at work for a little while?
- W:** Of course. The team is really going to miss Jennifer. It'll be a challenge for me to take over her duties.

Checkpoint 3

- M:** Good morning, ladies. Do you need a schedule for today's training?
- W1:** Sure, thanks. I must say, these sessions have been really helpful so far. I learned a lot yesterday.
- W2:** Yes, and everything has gone so smoothly.
- M:** Thank you! There's one correction on the schedule, though. Session 3 is canceled because the speaker is sick. He has the flu.
- W2:** Oh, that's too bad. I guess we have a longer lunchtime, then?
- M:** That's right. It'll be a good time for you to relax and maybe review your employee manual.

Step-by-Step Practice Test**Step A****[1-2]****Questions 1 and 2 refer to the following conversation.**

- M:** Hi, Bridget. Has the media team made a final decision about the schedule for our new television commercial?
- W:** Yes, we met with the TV network yesterday. There was some debate about the terms of the contract, but it's been sorted out now. The ad is going to appear on TV in the evenings between 7 and 9 o'clock, five nights a week.

[3-4]**Questions 3 and 4 refer to the following conversation**

- W:** Simon, you're still working on the interior design project for Somerset Wedding Planners, aren't you? I thought that proposal had been finished.
- M:** I presented it to the client, but she didn't like it. She said the choices for the furniture are perfect, but the colors of the walls and carpet need to be changed. I'm going to present the final design to her next week.

Step B**[1-3]****Questions 1-3 refer to the following conversation.**

- M1:** Excuse me, Fiona. We were wondering if you'd gotten any feedback from management about our marketing proposal.
- W:** As a matter of fact, headquarters just called me, and they're very happy with the strategy.
- M1:** Oh, I'm glad. We worked really hard on it.
- M2:** Yeah, and our ideas were a little unusual. We were afraid management would find them too risky.
- W:** Well, you can relax now. The new advertising campaign will be launched in February. But before that, we may all need to visit headquarters to present our ideas again.

[4-6]**Questions 4-6 refer to the following conversation.**

- M:** Mary, you've been working here for almost a year. We usually schedule a performance review at around this time. Do you have any time today?
- W:** Sure. What will we discuss?
- M:** Well, I'll be giving an evaluation of the quality of your work. We can meet in the conference room and talk about it.
- W:** Sounds fine. I'll check the sign-up sheet to see when the room is free, and then let you know.
- M:** Great, thanks. I'm off to the department head meeting now, but if we could meet before lunch, that'd be great.

UNIT 03 Purchase-Related Topics**Checkpoint 1**

- M:** Hi, I got this necktie as a promotion gift from my co-workers, but I already have the exact same one.
- W:** Is that so? OK, then why don't you look around and choose another one? If you find one you like, I will exchange it for you.
- M:** If you don't mind, I'd prefer a refund. I have so many ties already.
- W:** OK. Could you show me the receipt?

Checkpoint 2

- W:** Hey, Tim, there's only one box of paper left in the copy room, and it's almost empty.
- M:** Actually, I ordered ten boxes of paper yesterday. The shipment will arrive tomorrow.
- W:** OK, good. But maybe you should start ordering more boxes from now on, like twenty. We wouldn't run out so often, and it might be cheaper.
- M:** You could be right. I'll take another look at the supplier's price list.

Checkpoint 3

- M:** Excuse me. I bought this smartphone online last week, but there's something wrong with it. I can't make a call, and when I try, the screen goes black.
- W:** OK. Why don't you fill out this form and wait until we call your name?
- M:** How long do I have to wait? My lunchtime is almost over, so I need to be back to work in ten minutes.
- W:** Sorry, but all the staff members are busy with other customers, as you see. You can leave the phone with us and let us check what the problem is. Leave your office number on this piece of paper. After it's repaired, I'll call you to pick it up.

Step-by-Step Practice Test

Step A

[1-2]

Questions 1 and 2 refer to the following conversation.

- W:** I bought this watch here about a year ago, but it's not working properly anymore. I dropped it on the street and cracked the glass.
- M:** May I take a look? If the problem is serious, the watch has to be sent to our service center for repair. I can only fix wristbands and replace batteries here in the store.

[3-4]

Questions 3–4 refer to the following conversation

- W:** Hello, I'm wondering what time your store closes tonight. I won a gift coupon in a competition, and I just found out it's going to expire soon.
- M:** Today is Friday, so we finish up at 9:30. The store closes at 6 o'clock every other day.

Step B

[1-3]

Questions 1–3 refer to the following conversation.

- M:** Good afternoon, this is Jerry from Bonfire Fitness. Our records show that your six-month membership will expire in thirty days. Are you interested in renewing for another six months?
- W:** Yes, I am. In fact, I'm thinking of upgrading to a yearly membership.
- M:** Great! Just so you know, our basic yearly plan includes unlimited classes.
- W:** What about a personal trainer?
- M:** A trainer costs an extra hundred dollars a year. Does that interest you?
- W:** Hmm. Yeah, I think it'll be worth it.

[4-6]

Questions 4–6 refer to the following conversation.

- W:** Excuse me, I'd like to return this microwave. It was a present for a friend, but he already has one. This is the receipt.
- M:** That's fine. Because you bought it within the previous thirty days, I can process your refund. Or if you prefer, you can exchange this item for something else.
- W:** I think a refund would be more convenient. Can I get the money in cash?
- M:** I'm afraid not. We usually give refunds using a credit card. If you don't have one, we provide a store gift card instead.

UNIT 04 Topics Related to Daily Life

Checkup 1

- M:** Good morning. I'm planning to rent an apartment in the area. Could I arrange to have a real estate agent show me some properties this weekend?
- W:** Yes, we can arrange that. What kind of apartment are you looking for?
- M:** I have a family, so I need a place with three bedrooms. Is there a list of available apartments that I can see in advance?
- W:** I can prepare a list of the apartments that match your requirements. I'll e-mail it to you, and you can choose which properties you'd like to view on the weekend.

Checkup 2

- W1:** Why don't we all go out for a meal?
- W2:** Yeah, there's a new Spanish restaurant over on Apple Street. It should still be open.
- M:** I'd love to, but I can't tonight. I need to go over a contract and wake up at 5 tomorrow morning for my flight to Shanghai.
- W2:** Oh, that's right. You're flying over there to sign the M&A contract.
- W1:** I forgot about that. Hope it goes well!
- M:** Thanks. We should get together to celebrate the signing when I get back.

Checkup 3

- M:** Doctor Joe's Dental Clinic. How may I help you?
- W:** Hi. I'm wondering if I can see a dentist as soon as possible. I know I'm supposed to make an appointment in advance, but my tooth has suddenly started to hurt quite a lot.
- M:** Well, I'm sorry to hear that your tooth hurts. But here's some good news. The dentist is available in fifteen minutes. His 2-o'clock appointment was just canceled.
- W:** That's great. I'll come down to the clinic right away. Actually, my office is right above yours, on the third floor.

Step-by-Step Practice Test

Step A

[1-2]

Questions 1–2 refer to the following conversation.

- M:** Excuse me, do you have a book called *Under the Water*? I don't remember the author's name. I saw it here a week ago, but I was finishing my lunch break and didn't have enough time to buy it.
- W:** Yes, I think we still have a few copies. We've sold a lot since the movie about it was released. If you'd like to follow me, I can show you where it is in the fiction section.

[3-4]

Questions 3 and 4 refer to the following conversation.

- M:** Once you sign these forms, I can open an account for you. Also, you'll have to deposit some money. It's just to keep the account open. Most people start with a small amount, like \$20.
- W:** Can I deposit \$10? I only have a twenty-dollar bill on me, and I need three or four dollars for the parking machine.

Step B

[1-3]

Questions 1–3 refer to the following conversation.

- M1:** Why don't you both have a seat and tell me what kind of apartment you're looking for?
- M2:** Well, we definitely need a big living room and at least two bedrooms.
- W:** Yes, our current apartment just doesn't have enough space for our furniture. And there's no room for guests.
- M1:** OK, and what's your estimated move-in date?
- M2:** Our old lease expires on June 30th. We want to move as soon as possible after that.
- M1:** All right. Let's look at the list of available units.

[4-6]

Questions 4–6 refer to the following conversation.

- M:** Hello, I'm Harry King from the National Art Museum. I'm calling about your application to volunteer at next month's exhibition launch.
- W:** Yes, hello! Was there a problem with my application?
- M:** Just a small thing. Training in first aid is required, and that question on the form was left blank.
- W:** Oh, I'm sorry. I do have a certificate from St. Arthur's Hospital that shows I passed a first-aid course there this year.
- M:** Oh, great. All our volunteers are required to have this training. In that case, are you free on Friday at 4 p.m.? We're going to have an orientation session for our volunteers.
- W:** Yes, of course. I'm looking forward to it.

Mini-Test: Part 3

[1-3]

Questions 1–3 refer to the following conversation.

- M:** Hi, Hannah. I haven't seen you all week. You took some days off work, didn't you? Are you feeling better?
- W:** Yes, thanks. I caught the flu. I had a doctor's appointment, and he told me to stay at home for a couple of days. Now I'm worried about today because I might have a lot of work to do.
- M:** Don't worry. There's nothing urgent to do. William managed all your work while you were away.
- W:** I'm glad to hear that.

[4-6]

Questions 4–6 refer to the following conversation.

- W:** Hello, I'm calling about an electric fan I bought recently. I'd like to get it repaired. It suddenly stopped working last night.
- M:** I see. Is it an expensive model?
- W:** No, I bought it online for only 20 or 30 dollars. I don't remember exactly.
- M:** In that case, I recommend that you throw the fan away instead of getting it repaired. It will actually cost more to replace the damaged parts.

[7-9]

Questions 7–9 refer to the following conversation.

- M:** Claire, have you heard about our family day event next Friday? Employees with young children are encouraged to bring them to the office.
- W1:** Yeah, we decorate the office and play games. It's a lot of fun.
- W2:** That sounds like a nice idea. I'll bring my daughter if I can. Can I prepare any food or anything?
- M:** It would be good if you could bring some cake or snacks. Don't feel any pressure, though. A lot of other people will be bringing things to eat, too.

[10-12]

Questions 10–12 refer to the following conversation.

- W:** I'd like to buy another battery for my Midas phone, please.
- M:** Of course. Is there anything wrong with your current battery? When did you get it?
- W:** I bought this phone about six months ago. I just want a spare battery for emergencies.
- M:** No problem. For Midas phones, if it was purchased less than a year ago, then a second battery is completely free. I'll just need to see a receipt.

[13-15]

Questions 13–15 refer to the following conversation.

- W:** Welcome to Edmonton, sir! Did you have a question?
- M:** Thanks, yes. I'm catching a connecting flight to Toronto at 8:15. Do I have to collect my suitcase and check it again?
- W:** That depends. Where are you coming from?
- M:** From Anchorage.
- W:** Ah, since that's an international flight, you will need to claim your bag and go through customs. You can check which carousel you need on the board over there.
- M:** I see. And are there carts over there? My bag weighs a lot.
- W:** Yes, there are plenty of carts by each carousel.

UNIT 01 Main Question Types

Checkup 1

W: Hello and welcome to Brady Industries. I'm Marie, and I'll be leading the morning sessions this month. Before we start going through the employee handbook, I have a couple of things to ask of you. One: until I learn everyone's names, please keep wearing your name tags. And two: I'm happy to answer questions, but please hold them until the end of the session. Thanks for your cooperation.

Checkup 2

M: Good morning, this is Gary Parker from NWW, with your local weather report. This warm and sunny weather will continue through Sunday, so this weekend would be the perfect time to enjoy the beautiful colors of fall in the countryside. However, on Monday, it will get chilly, and there may be some rain in the afternoon. Also, the temperature will drop to around 10 degrees Celsius, so when you go to work on Monday, you'd better take a jacket with you.

Checkup 3

W: Good morning, everyone. Welcome to this month's board of directors meeting. I'm going to get right down to business. It's no secret that our company has been going through a rough time. What's worse, yesterday I got a call from our biggest client, ABC Furniture, informing us that they will no longer be doing business with us from next month. This looks like it will be our hardest time since I started the company. However, I believe that we can overcome this challenge and survive in the market.

Checkup 4

M: Hi, Ann, this is Leo calling. Listen, I know we were supposed to see that movie tonight, but I'm exhausted. I didn't get much sleep last night. Would it be OK with you if we rescheduled for another night this week? I know it's playing every evening until Friday at the mall, so please check your schedule and let me know which day. I'm so sorry about the short notice. Bye.

Step-by-Step Practice Test

Step A

[1-2]

Questions 1 and 2 refer to the following tour talk.

W: I'd like to welcome everybody to today's tour of the Stellar movie studio. My name is Emily, and I'll be your guide today. Feel free to ask me anything. I've been running these tours for five years now, so I've become very familiar with how things work here. Our first stop today is actually a live set, where they're filming a new action movie. As long as we're quiet,

we can watch an actual movie being filmed. Let's get started! Follow me.

[3-4]

Questions 3 and 4 refer to the following announcement.

M: Attention, Saxby Department Store customers! Someone has just turned in a pair of sunglasses in a purple leather case. They were found in the ladies' room on the third floor. If they belong to you, please come to the customer service counter near the escalator on the first floor, where our lost-and-found box is located. Customers, please keep an eye on your personal belongings at all times. Thank you.

Step B

[1-3]

Questions 1-3 refer to the following telephone message.

W: Hi, Greg, I just wanted to thank you for coming to the office and giving your presentation. I spoke to some of my employees, and they found you a very clear and engaging speaker. Next time you're visiting Lakeside, let me know because I'd like to buy you lunch. Regarding your payment, please send an invoice when you can. If you need any help with the details, I'll put you in touch with someone in our finance division. Thanks again.

[4-6]

Questions 4-6 refer to the following advertisement.

M: Harvey's Bike Shop is having a weekend sale! This Saturday and Sunday only, we're offering big discounts on all our bikes and accessories. Get twenty-five percent off all women's and men's road bikes, thirty percent off children's bikes, and forty percent off women's and men's speed bikes. Our floor manager, Ryan Moran, can help with everything from complex repairs to installing training wheels. Having competed in international competitions as a young man, he also has plenty of training tips to share. Harvey's Bike Shop—because life is better on two wheels!

UNIT 02 Recorded Messages / Announcements / Speeches

Checkup 1

M: Good morning, Mr. White. This is Rafael Miller from the Human Resources Department. I am calling to let you know that I can't attend the meeting this Friday. My supervisor has asked me to come with him on a business trip to Seattle. There is a big convention being held there this weekend. I will be back next Monday, though. It would be really nice if we could have the meeting on Tuesday. Please let me know if this is OK with you. Thank you.

Checkup 2

W: Attention, ALA Airlines passengers! Because of strong wind and heavy rainfall, there will be some delays for incoming flights. Outgoing flights will be postponed until further notice. To express our apologies, we are offering all passengers complimentary coupons you can use at coffee shops here in the airport. Please visit the information desk on the first floor to get one. We are sorry for any inconvenience.

Checkup 3

M: Ladies and gentlemen, welcome to the award ceremony for the Employee of the Year. It's my pleasure to announce who will get the award here today. This year's winner is Ms. Ashley Moore, from the sales department. She recorded the highest sales volume in the company this year. Ashley joined the company three years ago. Since then, she has contributed a great deal to it. Ms. Moore, please come to the stage. Everyone, let's give her a big round of applause.

Step-by-Step Practice Test**Step A****[1-2]**

Questions 1 and 2 refer to the following recorded message.

W: Good morning, this is Joan calling. I'm the receptionist at Dr. Kumar's clinic. Your dental appointment is on Thursday at 11 o'clock. If it's possible, could you please come in a few minutes early? We need you to complete some new forms about your medical insurance. If you need to change the details of your appointment, please let me know as soon as you can. Have a good day, and we'll see you on Thursday.

[3-4]

Questions 3 and 4 refer to the following announcement.

M: This is an announcement from the building's maintenance supervisor. Shortly, we will be conducting a test of the fire alarm system. This is not an emergency, and no action is required. It is government policy that public buildings are required to regularly test that the fire alarm works correctly. I repeat this is just a test, and you are not required to leave the building. We apologize for the inconvenience.

Step B**[1-3]**

Questions 1–3 refer to the following speech.

W: I'd like to introduce the new president of the company, Mr. Bob Harris. Some of you in the audience may even already know him. As the founder of Ori Industries, Mr. Harris has given many

newspaper and TV interviews. Please note that he plans to visit every workspace on Tuesday and meet the people on each team. Also, because this is Mr. Harris's first day, please help him if he loses his way around the building. He has volunteered to say a few words, so I will hand the microphone over to him.

[4-6]

Questions 4–6 refer to the following announcement.

M: The next train to depart from Platform 2 is the 9:25 to Barlow. This train is an express service. I repeat, this is an express service to Barlow and will skip Harper Park and Jolimont stations. Passengers heading to these destinations should wait for the next train departing from this platform. Please wait in line beside the door and allow passengers to disembark before boarding. When entering the train, please be careful of the gap between the train and the edge of the platform. We at Plaza Metro apologize for the delay—our engineers had to repair a minor power failure at City Central.

UNIT 03 Broadcasting Talks**Checkup 1**

M: In business news today, Grand Electronics announced that it will be closing down its branch in Shanghai this fall. The company stated that the operating costs for the facility are too high. The employees in the branch are not happy with the decision and have gone on strike. Stay tuned for details. We'll be back with more news after this short commercial break.

Checkup 2

W: Good afternoon! Thank you for listening to MBN Radio's weather report. This is Glenda Hinke with tomorrow's weather forecast. It has been very cloudy for most of today, but it will clear up tomorrow morning. We will enjoy sunny skies during the weekend, so you can have a picnic in a park or go to the beach. Please don't forget to bring a hat or sunglasses with you if you don't want to get burned by the strong sunshine. Next up is Anne Taylor, who will be reviewing some noteworthy books published this month.

Checkup 3

M: This is Sean Sanders with your morning traffic report. Due to the thick fog, there is a heavy traffic jam along Highway 101, from the seaside market to the airport. Also, there has been an accident on the highway. Police and emergency crews are working on getting that cleaned up. It looks like the delay will last for a couple more hours, though. If you were planning on going that way, please consider another route and drive safely. We'll be back with further traffic updates in one hour.

Step-by-Step Practice Test

Step A

[1-2]

Questions 1 and 2 refer to the following report.

W: This is Sherry Yang reporting on the traffic from the Global News helicopter. The traffic is usually bad during rush hour on Friday, but it's especially slow today. We are currently flying over the central business district, and the cars below aren't moving at all. There have been no reports of accidents so far. Hopefully, drivers will be patient, so everyone can get home safely and enjoy the weekend.

[3-4]

Questions 3 and 4 refer to the following weather report.

M: If you're going to the Bruhn Fireworks Display tonight, you'll be pleased to hear that the weather should be perfect. There will be no wind or clouds in the evening sky, and the temperature will be a comfortable 21 degrees Celsius. Organizers of the event have announced that the fireworks will last for two hours or so. It might be a good idea to bring a light sweater or jacket just in case you get cold.

Step B

[1-3]

Questions 1–3 refer to the following report.

W: This is Olivia Sanchez reporting from the 6th annual Carter Technology Fair. Today the exhibition hall is full of people, here to visit the hundreds of stalls run by leading technology companies. These days many businesses have begun to pay close attention to this event because the products on display here show the newest and most impressive features of current technology. I will be here all week, interviewing visitors and important figures in the industry.

[4-6]

Questions 4–6 refer to the following weather report.

M: The cherry blossom season has started early this year, and many tourists are visiting local parks to enjoy the beautiful pink flowers. The weather forecast predicts lots of rain on Wednesday. You should go before then if you want to see the cherry blossoms this year, as heavy rain can knock the flowers off the trees. Some of our listeners have called the station to recommend the University of Wayland campus as a good spot to see the flowers. The main university intersection is surrounded by cherry trees, so it's a great place to visit and take some pictures.

UNIT 04 Advertisements & Tour Guidance

Checkup 1

W: Are you looking for a good restaurant where you can enjoy delicious, authentic Italian food? If so, come to Pasta Bistro near City Hall. As a family-owned restaurant, we have been serving the neighborhood for over twenty years. We are sure you will be delighted with the food. We also offer a large banquet room for bigger groups of guests. It's perfect for business meetings or family parties. If you want to book the private banquet room, please give us a call one week in advance. For more information, contact us at 483-2398.

Checkup 2

M: Ladies and gentlemen, welcome to the Paradise Zoo. My name is Lucas, and I'll be showing you around the zoo today. Before we start our tour, I need to remind you of some basic rules. First, please don't put your hands inside the cages. Second, please don't feed the animals any snacks. Lastly, if you have children with you, please keep an eye on them. I hope you enjoy your time here. Now, let's get on the mini-train to look at the lions first.

Checkup 3

W: Good morning, everyone. My name is Melanie, and I'm the forewoman here at the processing plant. I'm always happy to welcome executives at the company who want to learn as much as possible about the making of our products. The tour will take approximately thirty minutes. I'm going to lead you through all the stages of the coffee-making process. You'll also have a chance to meet some of our expert coffee roasters and discuss their methods. And of course, we'll finish up by enjoying some samples of our delicious coffee.

Step-by-Step Practice Test

Step A

[1-2]

Questions 1 and 2 refer to the following advertisement.

W: Have you gained some extra weight over the winter? Are you often too tired to take the stairs? Do you find it a struggle to stay awake at the end of the day? The dedicated team at Flex Fitness Club is here to help! We can create for you an eight-week custom exercise program that is guaranteed to give you the body you've always dreamed about. Don't hesitate! Call 531-2244 today to make an appointment. There's no charge for the first session, so what do you have to lose but weight?

[3-4]

Questions 3 and 4 refer to the following tour information.

M: The last stop of the factory tour today is the warehouse. I have already guided you through the research lab, the quality inspection area, and the plant's production line, where our goods are made. This space is where all of the finished units are stored. We have trucks coming regularly to deliver orders to electronics stores around the country. This man here is our warehouse manager, Mr. Robert Wilson, and he will explain a bit more about the process.

Step B

[1-3]

Questions 1–3 refer to the following information.

W: Thank you for joining the guided night tour of the Portland Aquarium. You're going to be very surprised by how active the sea animals are at night. Our only instruction is not to tap the display glass because it disturbs the animals. Photography is not prohibited, but it is a bit difficult to take good photographs in here. We're going to start the tour at the shark tank. It's almost the sharks' feeding time, and one of our professional divers, Jonathan, is already in the water with them. But don't worry about him; he's a professional!

[4-6]

Questions 4–6 refer to the following information.

W: Welcome to Funland, Sydney's most-loved toy store! From now until January 1st, we have specials on many of our electronic games and toys. So head on over to the electronics section and check it out! Remember Christmas is in just two weeks, so buy your gifts now to avoid the big crowds of shoppers later on. Today we're even offering free gift-wrapping on purchases over 50 dollars. After making your purchase, visit the wrapping station at the front of the store. One of our staff will be happy to assist with choosing the perfect wrapping paper and ribbon. Remember, the sale ends in two weeks, so happy new year, and happy shopping!

Mini-Test: Part 4

[1-3]

Questions 1–3 refer to the following weather report.

W: Today's weather is going to be extremely hot with plenty of strong sunshine. It could be the hottest day of the summer. Spending time outside is not recommended. If you do have to work outdoors, remember to put on sunscreen. The temperature is expected to increase to 37 degrees by 12 o'clock. This hot weather is expected to continue until Saturday, which will be cooler and cloudy with a chance of rain. It looks like conditions will be more comfortable next week.

[4-6]

Questions 4–6 refer to the following telephone message.

M: Good afternoon, this is Marco from Trevi Dry Cleaners. Your suit, shirts, and coat are available to be picked up. I'm sorry, but there is one blue dress shirt that we couldn't get completely clean. We tried everything, but the stain seems to be permanent. As you know, our policy is to refund your money for that item. So, I'll give you the refund when you come in. Thanks.

[7-9]

Questions 7–9 refer to the following announcement.

W: Attention, all residents of Mayweather Apartments. This is a reminder that the weekly outdoor market is scheduled for tomorrow. There will be stalls selling fruits and vegetables, groceries, and clothes. The prices are better than at nearby supermarkets, so do your food shopping there and save some money. The market will be at its regular location near the children's playground from 7 o'clock in the morning to 3 o'clock in the afternoon. There won't be facilities for credit card payment, so remember to bring some cash. Thank you.

[10-12]

Questions 10–12 refer to the following advertisement.

M: The next time you have a big event, choose Golden Studio for all your hair and makeup needs. Our team can prepare you for the special moments in life, such as weddings, graduations, parties or even photo shoots. We have private rooms, too. Discounted packages are available for groups over three people. Please visit our website at www.goldstudio.com for photograph examples of all our hair and makeup services. Please call us at 421-0010 for detailed information about prices.

[13-15]

Questions 13–15 refer to the following report.

W: And now, in the latest local business news, the Luna Furniture Store opened for the first time today. It was a major event, with many people waiting to enter starting early in the morning. The store's management had prepared extra parking for visitors, but there wasn't enough. Hawthorne Street was blocked by parked cars for some of the afternoon. Many shoppers were excited about the stylish and cheap items available, but some people said the shopping space was smaller than they expected.