

TOEFL

# Transcripts & Answer Key

# Transcripts

## Chapter 1 Listening Practice

### Part 1 Photographs

#### Mini-Tests

##### A House 📞 001-012

- (A) She is vacuuming the floor.  
(B) She is lifting a table.  
(C) She is sitting on the floor.  
(D) She is watching TV.
- (A) A woman is chopping a vegetable.  
(B) Plants are sitting on shelves.  
(C) Dishes are sitting in a sink.  
(D) A woman is washing some vegetables.
- (A) A man is stacking some dishes.  
(B) A man is stirring the food in a pot.  
(C) Two men are peeling potatoes.  
(D) Some men are cutting some vegetables.
- (A) A man is cutting the grass.  
(B) Some people are planting flowers.  
(C) Some people are shoveling dirt.  
(D) A woman is holding a watering can.
- (A) The cake is next to the young boy at the end.  
(B) A woman is holding a large cake.  
(C) People are eating dessert in the dining room.  
(D) People are sitting down for a meal.
- (A) The woman is opening the refrigerator.  
(B) The woman is wiping a counter.  
(C) The woman is filling some bottles.  
(D) The woman is putting on rubber gloves.
- (A) A woman is reaching for a handle.  
(B) A woman is pressing a button.  
(C) A woman is opening a cabinet.  
(D) A woman is installing an appliance.
- (A) A sofa is placed in front of a window.  
(B) A lamp has been turned on.  
(C) Some books have been opened.  
(D) Some pillows are stacked on a table.
- (A) A woman is washing a dish.  
(B) A woman is opening a window.  
(C) Some dishes have been stacked on a counter.  
(D) Some pots are lined up along a window.
- (A) A man is rolling up some blinds.  
(B) A woman is setting the table.  
(C) A man is lighting some candles.  
(D) A woman is moving a chair.
- (A) A ladder is propped against a building.  
(B) A hat is sitting on a ladder.  
(C) A man is putting on some gloves.  
(D) A man is repairing a light fixture.

- (A) Tables are pushed against a window.  
(B) A lamp is sitting on a coffee table.  
(C) A pillow has been placed on a chair.  
(D) A chair is placed by a window.

##### B Workplace 📞 013-024

- (A) The cars are ready for driving.  
(B) The cars are on the assembly line.  
(C) People are repairing the cars.  
(D) A man is behind the first car.
- (A) Some papers have been printed by a machine.  
(B) A man is wearing a hard hat.  
(C) A bag is being loaded onto a machine.  
(D) A man is lifting some luggage.
- (A) A man is leaning on a desk.  
(B) Two men are sitting in front of a computer.  
(C) A man is writing on a whiteboard.  
(D) Two men are giving a presentation.
- (A) The men are talking over coffee.  
(B) The men are writing a long letter.  
(C) The men are both holding knives.  
(D) The men are looking at a blueprint.
- (A) One man is gesturing with his hand.  
(B) The older man is talking to everyone.  
(C) The woman is talking on a cell phone.  
(D) The people are looking at a computer screen.
- (A) The man is putting on a hat.  
(B) The man is picking up a brush.  
(C) The man is painting a building.  
(D) The man has a business card.
- (A) The man is wearing headphones.  
(B) The man is stacking the dishes.  
(C) The man is talking to a customer.  
(D) The man is taking inventory.
- (A) The woman is sending a fax.  
(B) The woman is making a call.  
(C) The woman is copying a letter.  
(D) The woman is cleaning her desk.
- (A) The man is pointing at the screen.  
(B) The woman is typing something.  
(C) The man is using the keyboard.  
(D) The woman is holding a notebook.
- (A) The team is leaving the room.  
(B) Some people are looking at their computers.  
(C) The man is pouring coffee.  
(D) The man is pointing at a poster.
- (A) A man is putting on a jacket.  
(B) A man is taking notes on a notepad.  
(C) A man is looking at a monitor.  
(D) A man is talking on a headset.
- (A) A man is holding a pen.  
(B) A woman is typing on a computer.  
(C) A woman is reaching for a clipboard.  
(D) A man is shaking a woman's hand.

## C Businesses 📞 025-036

- (A) A flower pot is sitting on the floor.  
(B) One of the women is behind a counter.  
(C) Some lamps are built into a counter.  
(D) One of the women is pulling a suitcase.
- (A) He is examining a bottle.  
(B) He is picking up a basket.  
(C) He is stocking shelves.  
(D) He is placing an item in his cart.
- (A) Some produce has been put into bags.  
(B) Some labels have been posted below some food.  
(C) A man is pushing a cart.  
(D) A man is writing on a piece of paper.
- (A) A woman is placing clothes in a bag.  
(B) A woman is typing on a keyboard.  
(C) The man is folding some clothes.  
(D) Some clothes are hung on a rack.
- (A) Some clothes are being folded.  
(B) The woman is wearing a jacket.  
(C) The woman is sitting on the floor.  
(D) Some shoes are placed on a shelf.
- (A) A woman is stacking some pastries.  
(B) A man is cleaning some glass.  
(C) A man is baking some bread.  
(D) A woman is carrying a basket.
- (A) A man is giving the woman some bags.  
(B) A woman is holding a shopping bag.  
(C) A man is wrapping a shirt.  
(D) A woman is picking up some clothes.
- (A) A man is setting down a cup.  
(B) A man is washing some glasses.  
(C) A man is hanging a frame.  
(D) A man is sitting down in a chair.
- (A) A chair is being pushed in.  
(B) One of the women is picking up a plate.  
(C) The glasses are near two plates.  
(D) One of the women is pointing at the menu.
- (A) A woman is holding a purse.  
(B) A man is making a phone call.  
(C) Some items are hanging from hooks.  
(D) Some people are shaking hands.
- (A) A server is behind the chair.  
(B) Dinner is being served.  
(C) The table is covered with a cloth.  
(D) The table has four chairs.
- (A) A chef is putting something into an oven.  
(B) A man is serving some food.  
(C) A chef is pouring some liquid on a grill.  
(D) A man is holding some bread.

## D Other Public Places 📞 037-048

- (A) Some people are rowing a boat.  
(B) A man is swimming in the water.  
(C) A man is holding a rope.  
(D) Some people are sailing a boat.

- (A) A man is showing his ticket to a conductor.  
(B) Some passengers are waiting to board.  
(C) Some baggage is being loaded onto a train.  
(D) A train is entering a station.
- (A) Some railings line a street.  
(B) A man is walking along a bridge.  
(C) A car is turning at an intersection.  
(D) A bike has been chained to a fence.
- (A) A man is weighing his bag.  
(B) Some people are gathered around a desk.  
(C) A man is picking up a plastic bag.  
(D) Some people are opening their luggage.
- (A) A woman is hanging something on a tree.  
(B) A man is playing an instrument.  
(C) Some people are walking along a path.  
(D) Some people are gathered around a musician.
- (A) There are many people riding the subway.  
(B) Many people are waiting to use the escalators.  
(C) The elevators are not working right now.  
(D) The people are waiting to go inside the shop.
- (A) Some people are checking out some books.  
(B) The shelves are empty.  
(C) Some people are using the computers.  
(D) Two chairs are placed by a table.
- (A) A bus is waiting on a busy city street.  
(B) People are lined up to get on the bus.  
(C) People are getting off the bus.  
(D) A man is wiping some windows.
- (A) A gate number is being displayed on a screen.  
(B) Some baggage has been set on a conveyor belt.  
(C) Monitors are placed on top of some machines.  
(D) A marble floor is being mopped.
- (A) Some people are getting into a truck.  
(B) A truck is pulling into a parking garage.  
(C) A truck is standing at a traffic light.  
(D) Some people are standing in front of a truck.
- (A) Some machines are out of order.  
(B) A sign hangs from the ceiling.  
(C) Some people are lined up to use a machine.  
(D) A man is tying his shoe.
- (A) The man is wearing a T-shirt.  
(B) The man is reading a book.  
(C) The man is taking a book from the shelf.  
(D) The man is wiping down a shelf.

## Part 2 Questions and Responses

### Mini-Tests

#### A Questions with an Interrogative 📞 049-068

- Who is in charge of purchasing office supplies?  
(A) Alice supplies the coffee.  
(B) That would be our office manager, Alice.  
(C) The supplies are in the main office.

2. Which catering company did we hire for the banquet?
    - (A) The one we used last year.
    - (B) Just a few waiters.
    - (C) A large ballroom.
  3. When did Johansson say the meeting was?
    - (A) He didn't say what time.
    - (B) He did an excellent job.
    - (C) The meeting was cut short.
  4. How often is the office cleaned?
    - (A) I'll do it tonight.
    - (B) No, she's out today.
    - (C) At least once a week.
  5. Where can I ask for directions?
    - (A) At the information booth.
    - (B) That's why I brought a map.
    - (C) I never noticed that sign.
  6. Whose car is this?
    - (A) This is bigger than we need.
    - (B) Bobby's, from accounting.
    - (C) I bought the car.
  7. Why did Ms. Anderson not sign the contract?
    - (A) She hasn't finished yet.
    - (B) I didn't see the contract.
    - (C) She never gave a reason.
  8. What time does your flight arrive?
    - (A) I'm not sure.
    - (B) He hasn't left.
    - (C) They're not going.
  9. Why was the meeting canceled?
    - (A) It's a pleasure to meet you.
    - (B) The manager had to leave early.
    - (C) Three hours ago.
  10. When should I call back?
    - (A) Anytime after lunch is fine.
    - (B) That is not my responsibility.
    - (C) You can call with the information.
  11. Where did you book your accommodations?
    - (A) I haven't returned it yet.
    - (B) At the Baker Hotel.
    - (C) Somewhere on my desk.
  12. How was your flight from Tokyo?
    - (A) It took about 12 hours.
    - (B) I slept most of the way.
    - (C) At about 10:30 in the morning.
  13. Who will take over Mr. Thornton's position?
    - (A) He never leaves his position.
    - (B) They haven't found anyone yet.
    - (C) Mr. Thornton is retiring next year.
  14. How much more time do you need on the proposal?
    - (A) I've almost finished it.
    - (B) But I'm working on the proposal.
    - (C) I'm not sure it was submitted.
  15. When was the package sent out?
    - (A) The courier picked it up this afternoon.
    - (B) The mail arrives early in the morning.
    - (C) We send out only complete shipments.
  16. Why did you stop dealing with the research team?
    - (A) They deal in medical equipment.
    - (B) Their information wasn't accurate.
    - (C) The research will be finished.
  17. When do we have to use this voucher by?
    - (A) It expires next week.
    - (B) It's for dinner at the airport.
    - (C) Use it at the hotel.
  18. Which division earned the most money last year?
    - (A) They earned the CEO's praise.
    - (B) The money was divided evenly.
    - (C) The Australian sales office.
  19. Who can pick up the client from the airport?
    - (A) Thomas said he would.
    - (B) I left it over there.
    - (C) Check-in is at 3:00.
  20. Where do we submit travel expenses?
    - (A) It is expensive in Hawaii.
    - (B) In the accounts office on the third floor.
    - (C) You have to submit it by Friday.
- B Questions with No Interrogative** 📞 069-088
1. Will you be attending the conference this year?
    - (A) Unfortunately, no.
    - (B) Yes, it was fine.
    - (C) No, I didn't attend.
  2. Does the client know we're coming?
    - (A) I called him before we left.
    - (B) It's with Mr. Harding.
    - (C) I didn't know that.
  3. Have they found a new marketing manager yet?
    - (A) Do you remember where you lost it?
    - (B) It's not due for another few hours.
    - (C) There's another interview this afternoon.
  4. Can I borrow someone from your department for a moment?
    - (A) This is the finance department.
    - (B) Of course, I'll send someone now.
    - (C) I've been busy all week.
  5. Pardon me. Is this seat taken?
    - (A) Yes, that is yours.
    - (B) No, I took it.
    - (C) No, it's free.
  6. Did you remember to call Mr. Nakamura ?
    - (A) I can't remember his name.
    - (B) It totally slipped my mind.
    - (C) That's the best time to call.
  7. Is Mr. Kim managing the Seoul sales office now?
    - (A) Yes, he's been promoted.
    - (B) No, he managed to finish it.
    - (C) Yes, he'd like another office.

8. Could you lower your price?
  - (A) No, I will pay full price.
  - (B) Maybe. Let me ask my boss.
  - (C) Yes, I'll lower the price.
9. Do we need to make a copy for the files?
  - (A) No, the copies were sent yesterday.
  - (B) The photocopier has been turned off.
  - (C) I'm not sure, but make one just in case.
10. Have you booked your flight to Hanoi?
  - (A) No, I'll get to it first thing tomorrow.
  - (B) No, the flight stops over in Hanoi.
  - (C) Yes, I'll read the book on the plane.
11. Is this the invoice for the latest shipment we received?
  - (A) No, that one is for last week's.
  - (B) Yes, I'll send the invoice out today.
  - (C) No, it was on time yesterday.
12. Are you clear about the instructions now?
  - (A) It's clear they are not interested.
  - (B) I didn't understand the last section.
  - (C) They have a new instructor.
13. Shall we take another look at the résumés?
  - (A) All the applications are in order.
  - (B) No, we will resume in 10 minutes.
  - (C) Yes, we should review them again.
14. Have you found a new place to live?
  - (A) Yes, I'm managing the office now.
  - (B) Yes, you can do some renovations.
  - (C) Yes, I move in on the first of the month.
15. Do you have a double room available for this Friday?
  - (A) The single rooms are smaller.
  - (B) Sorry, we're fully booked.
  - (C) They cost exactly the same.
16. Could you help me with these calculations?
  - (A) That's OK. I don't need help.
  - (B) We calculated a loss.
  - (C) Let me just finish this first.
17. Do you know if Mr. Lee received my e-mail?
  - (A) He is head of the Beijing office.
  - (B) Yes, he called the office a few minutes ago.
  - (C) Sure, e-mail is very efficient.
18. Has Sam sent the budget report yet?
  - (A) Sure, how much do you need?
  - (B) I report to Mr. Fields.
  - (C) The e-mail came an hour ago.
19. Is someone coming by to pick up this package?
  - (A) Yes, I bought it last night.
  - (B) Yes, they should arrive any minute.
  - (C) No, I'd like to eat this here.
20. Have you considered the new research?
  - (A) We did an Internet search.
  - (B) Yes, but it wasn't helpful.
  - (C) They considered our options.

## C Other Types of Questions 📞 089-108

1. Should I give my receipts to you or accounting?
  - (A) I don't have an account.
  - (B) I'll take them.
  - (C) Why not do an exchange?
2. We've ordered a new photocopier, haven't we?
  - (A) Fine, I'll make some copies for you.
  - (B) Yes, I'm expecting it tomorrow.
  - (C) No, I think it's a new copier.
3. I noticed Daniel left early today.
  - (A) He wanted to work late.
  - (B) He needs time to finish.
  - (C) He said he was feeling ill.
4. Do you know where the nearest post office is?
  - (A) It's at 10<sup>th</sup> Avenue and Vine Street.
  - (B) The next corner is the mall.
  - (C) Put it on my desk.
5. Isn't this the photocopier that breaks down every day?
  - (A) You have to make more copies.
  - (B) No, this is the new one.
  - (C) Not really, but I don't mind.
6. Let's go out for lunch today.
  - (A) Dinner isn't ready yet.
  - (B) She hasn't left.
  - (C) Actually, I brought my lunch.
7. Will you be paying by cash or credit?
  - (A) My credit rating is excellent.
  - (B) I didn't know you had paid.
  - (C) By debit card, actually.
8. The Internet is really slow today, isn't it?
  - (A) I couldn't tell.
  - (B) No, I took my time.
  - (C) It's at the computer store.
9. I can't go to the conference this year.
  - (A) How was last year's?
  - (B) I'm sorry to hear that.
  - (C) I'll have a conference call later.
10. Haven't you had your meeting yet?
  - (A) The meetings were terrible.
  - (B) I'll ask if you can have one.
  - (C) It's supposed to be next week.
11. Would you prefer I e-mail the contract to you, or should I fax it?
  - (A) Whichever is more convenient.
  - (B) There are many different contracts.
  - (C) I can get one for you soon.
12. Mr. Rosella approved the invoice, didn't he?
  - (A) No, that's the invoice.
  - (B) No, he's been approved.
  - (C) No, it's still on his desk.

- 13.** Do you know when they are leaving for Berlin?  
 (A) Berlin is a nice city.  
 (B) I will leave it for later.  
 (C) At 10 o'clock.
- 14.** Which restaurant should we take the clients to?  
 (A) Take a seat.  
 (B) I thought you were picking them up.  
 (C) The one on Front Street is good.
- 15.** Let's see if we can change the deadline.  
 (A) We've changed it twice already.  
 (B) His extension is 8522.  
 (C) He met his deadline yesterday.
- 16.** Couldn't we postpone the meeting until Stephen gets back?  
 (A) I have another meeting in an hour.  
 (B) I just went to the post office.  
 (C) It was a very productive meeting.
- 17.** Neither Tim nor Santana can go to the conference.  
 (A) I'm sure either of them will do.  
 (B) That's too bad.  
 (C) They really enjoyed it as well.
- 18.** Do you know who the personnel manager is?  
 (A) Ms. Penry has that position.  
 (B) I heard it's difficult to get a job.  
 (C) The manager is personable.
- 19.** Dr. Hernandez is coming to the meeting, isn't he?  
 (A) Yes, he canceled it yesterday.  
 (B) That's fine. The meeting isn't finished.  
 (C) Unfortunately, he has another appointment.
- 20.** We made great progress last month.  
 (A) That's because of your hard work.  
 (B) I'm sure the team will.  
 (C) I would like to if I have time.

### Part 3 Short Conversations

#### Mini-Tests

##### A Office Talk 📞 109-113

###### Questions 1 – 3 refer to the following conversation.

- M:** Hi, Trisha. Did you finish making that financial report yet?
- W:** Yes. I have some good news. Our profits for this month went up 15%.
- M:** That sounds great. I need to go tell the manager right now.
- W:** That's not all. As a result, our taxes will also go up.
- M:** Hmm... That is something to consider. I will talk to the finance department and see what the best next step is.

###### Questions 4 – 6 refer to the following conversation with three speakers.

- W1:** Are you going to the post office today? I need to mail this packet to the customer before tomorrow.

**M:** I'm not, but I think Courtney is. Why don't we ask her? Courtney? Are you going to the post office?

**W2:** I was going to, but it's closed due to emergency repairs. So, I called a courier company to pick up my stuff.

**W1:** Can I add my mail to your pick-up?

**W2:** Sure. I'll call them again and tell them to expect two parcels. It shouldn't be a problem.

###### Questions 7 – 9 refer to the following conversation.

**W:** We should get to work on Deanna's idea from the marketing meeting.

**M:** What was her idea? I missed the meeting.

**W:** Oh, that's right. You were at a client meeting. She suggested advertising at local colleges. She wanted to target our younger customers.

**M:** That's a great idea, but management won't go for it. They want our brand to seem more mature and classic—something older women would like.

###### Questions 10 – 12 refer to the following conversation.

**W:** Hi, John. The president wants to see your project by Friday. He wants to see it before he meets the Board of Directors. Can you finish it by then?

**M:** Hmm... It will be a bit tight. But I'll have it for him by then.

**W:** Are you sure? Friday is just two days away. He won't be meeting them until next Tuesday. I can ask him for a few more days.

**M:** That's not necessary. I'm almost done. Thank you, Sheila.

###### Questions 13 – 15 refer to the following conversation and invoice.

**M:** Denise, I think the order we received today is wrong.

**W:** Oh, really? What do you mean?

**M:** It says we ordered some bookends. But I only remember ordering the stapler and box cutters.

**W:** Hmm... I know I ordered the pens. Have you asked around?

**M:** Yes, and everyone says they didn't order them.

**W:** Call the office supply company and ask them for a refund.

##### B Workplace Dilemmas 📞 114-118

###### Questions 1 – 3 refer to the following conversation with three speakers.

**M1:** Gina, have you been able to log on to the company e-mail server? It's not loading on my computer.

**W:** Mine's working just fine. Let's see if anyone else is having problems. Jared, is your e-mail working right now? Michael's isn't.

**M2:** Mine is fine. But I heard some people who updated their e-mail client are having problems.

**M1:** You're right. I just updated mine an hour ago. What do I do? I need an e-mail from a client.

**M2:** If you give me a few minutes, I can come over there and help fix it for you.

**Questions 4 – 6 refer to the following conversation.**

- M:** Sarah, can you fill me in on what I missed last week while I was on vacation?
- W:** We had a meeting where we discussed vacation pay and the new filing system. Since there were so many complaints about it, they decided to redesign the whole thing.
- M:** Will we be having a workshop on it?
- W:** Yes, it's scheduled for next Monday afternoon.
- M:** I have a meeting with the marketing department at that time. I will talk to the marketing manager and see if I can postpone it.

**Questions 7 – 9 refer to the following conversation.**

- W:** Thank you again for coming on such short notice. I know you don't usually work weekends.
- M:** No problem. What seems to be the matter?
- W:** I can't get my computer to turn on. One minute it was fine; the next, it just shut down. I need to use it to finish this report tonight.
- M:** Let me see... Ah, I found the problem. One of the wires is split in half. Let me go to my truck and grab another one.

**Questions 10 – 12 refer to the following conversation.**

- M:** Our new assistant starts on July 7<sup>th</sup>, but I don't have a computer for him. I placed an order today.
- W:** Oh, that's a problem. Today is already June 30<sup>th</sup>. It usually takes three weeks for orders to be filled.
- M:** Three weeks? That won't do.
- W:** Why not talk to the IT manager? He might have an extra computer the assistant could use.
- M:** I should. But he is out at lunch right now. I'll have to talk to him when he gets back.

**Questions 13 – 15 refer to the following conversation and chart.**

- M:** Now, as everyone can see, monthly recurring customer visits have fallen over the past few months.
- W:** Do we know why this has been happening? It seems like they dropped by half as soon as the new store opened up.
- M:** That is one theory. But I think we should look into it in detail.
- W:** Why don't we make a survey and send it out to store members? We could offer a coupon to those who fill it out.
- M:** That's a great idea. Rita, make a sample survey and send it to me by Friday. I'll show it to management and see what they think.

**C Staffing Changes** 📞 119-123

**Questions 1 – 3 refer to the following conversation with 3 speakers.**

- W1:** Samuel, congratulations on your promotion to sales manager! I knew you would get it.
- M:** Thanks. There were so many applicants I thought for sure I wouldn't get it. Now I have to worry about packing to move to my new office. I just have too much stuff.
- W1:** I would help you, but I have too much to do right now. Leslie, are you free?
- W2:** I just finished making my presentation for the sales meeting, so I could definitely help. I'll be by your office in a few minutes.
- M:** Come over in a few hours. I have to go to a meeting now with human resources to discuss the details of the position.

**Questions 4 – 6 refer to the following conversation.**

- M:** Are you in charge of the new employee orientation again this year? I didn't see your name on the sheet for reserving conference rooms.
- W:** No. This year, I decided to let one of my other department members handle it. I'm so busy with other work that I don't have time to do it. But I will help a little bit if I can.
- M:** Oh, that's right. We are planning to open another branch soon, so you must be working on getting that contract for the new property.
- W:** Yeah. And I have a meeting with the real estate agent in 30 minutes, so I should finish printing these papers before then.

**Questions 7 – 9 refer to the following conversation.**

- W:** For this position, we are looking for someone who can give insight and tips on how to make a sale and meet their monthly quota.
- M:** That shouldn't be a problem. I have over 20 years of sales experience and am known for having the highest sales record in my previous company.
- W:** That's very impressive. But are you good at speaking in front of crowds? We usually train 200 employees at a time at these sessions.
- M:** I have spoken in front of crowds of 40 people and had no problems then. I am actually excited to speak in front of so many people.
- W:** I'm glad to hear that. Well, thank you for coming in today. We will let you know our hiring decision by Monday.
- M:** Thank you for seeing me. I look forward to hearing positive news from you.

**Questions 10 – 12 refer to the following conversation.**

- M:** I just found out that the head of human resources will quit next week. They say that Yuko will take over the position the week after that.

**W:** Yuko? That's great. She has been helping with hiring for the past five years, so it only seems right that she would get the position.

**M:** I agree. But with Yuko's old position vacant, it means we will need to hire someone for that.

**W:** Oh, that could create some problems. Do they have anyone in mind for the position?

**M:** No, they have decided to look outside the company for it. So, if you know anyone that might be interested, you should have them send in their résumé.

**Questions 13 – 15 refer to the following conversation and building directory.**

**W:** Excuse me, can I help you find where you are looking to go?

**M:** Yes, I have an interview today. Do I go straight to the human resources department?

**W:** No, it depends on which department you are interviewing for.

**M:** Oh, I'm meeting Mr. Gerald from the legal department.

**W:** Then, just go straight through that door down there. Mr. Gerald's in the middle of a meeting right now, but he will be finished in 10 minutes.

**D Daily Life** 📞 124-128

**Questions 1 – 3 refer to the following conversation with three speakers.**

**W:** I'm looking to rent an apartment near Brookdale. I will be starting a new job soon and want to live closer to it.

**M1:** We have a few options in that neighborhood. When are you planning on moving in?

**W:** I'd prefer to move in by the end of this month. So I'd like to look at properties this weekend and next week.

**M1:** I won't be available this weekend to give you a tour. Let me see if my colleague can. Arthur, could you take our guest to some open houses this weekend?

**M2:** Sure. I'll be in the area with another couple, so it wouldn't be a problem. I have time in the morning.

**W:** That's perfect. I have to work in the afternoon, so I can only do mornings.

**M1:** Come here by 9 a.m. on Saturday, and we will take you around.

**Questions 4 – 6 refer to the following conversation.**

**M:** Hello. You have reached the Western Washington Bank. How may I help you?

**W:** Hi. I've lost my ATM card somewhere on the street. How can I get a new one?

**M:** You have two choices. I can order a new card for you now, and it will be delivered to your house in a day, or you can go to any branch in person and get a new card immediately.

**W:** In that case, I'll go to my local branch. I need the card right now since I'm going on vacation soon. Also, can you cancel my old card in case someone uses it?

**Questions 7 – 9 refer to the following conversation.**

**M:** Hi. I bought a laptop here just a month ago, and since yesterday, I can't turn it on. I'd like to return it and purchase another model. Here's my receipt.

**W:** I am sorry, but according to your receipt, you bought this over 30 days ago, so we can't refund it.

**M:** Is there anything I can do at this point? It is quite an expensive machine.

**W:** Well, you could send it to the manufacturer. They have a one-year warranty on all machines.

**M:** That's good news. How can I reach them?

**W:** Let me give you their phone number. You can also file a claim online, but I'm not sure you can do that. You don't have access to a computer, am I right?

**M:** I have another computer at work. I'll do that when I go back to the office.

**Questions 10 – 12 refer to the following conversation.**

**M:** Hi. I'm looking for a present for my wife. I'd like to get her something special. Do you have any suggestions?

**W:** Let me see... We are having a sale on bracelets right now. This emerald one here is our most popular design.

**M:** It's nice, but she doesn't wear bracelets. She wears necklaces quite often, though.

**W:** This diamond pendant necklace is on sale. It is a new design for this year by a local designer. It's one of a kind, too.

**M:** It's perfect. But does your store offer any warranty or insurance plan in case something happens?

**W:** All our products come with a six-month warranty, and you can purchase an extension as well.

**Questions 13 – 15 refer to the following conversation and business card.**

**M:** I think I need a new dentist. My back tooth still hurts.

**W:** Didn't you have an appointment to get that checked out last week?

**M:** Yeah, but Dr. Samuel couldn't find anything wrong. I'm not sure he knows what he's doing.

**W:** My dentist is very good. Let me give you his business card. I know you work this Saturday. You can even go after work today.

**M:** Hmm... I might be able to go after my 5 o'clock meeting. I will give him a try. Thanks!

**E Travel** 📞 129-133

**Questions 1 – 3 refer to the following conversation with three speakers.**

**W:** Dennis, which seat are you sitting in? Mine says 33F.

**M1:** 43E. We aren't anywhere near each other. And I needed to talk to you about the meeting during the flight.



- W:** Let's ask if we can switch seats with the person next to me. Excuse me, my colleague and I would really like to sit next to each other during this flight. Would you mind switching seats with him?
- M2:** Not at all. I'm flying alone, so it doesn't matter to me.
- W:** Thank you so much. Also, let me buy you a drink as a way of thanking you.

**Questions 4 – 6 refer to the following conversation.**

- W:** Hello, this is Kimberly Campbell, and I'm sorry, but I have to cancel my room reservation for this weekend. I have a family emergency, and I can't leave town.
- M:** We can definitely cancel that for you. Unfortunately, there is a \$75 fee for any cancellations within 48 hours of check-in.
- W:** I understand. How much do I owe now?
- M:** Since you paid in advance, we will deduct the fee from your payment. We will credit you the same way you paid for it.
- W:** Oh, no. I believe I paid with a credit card that is now expired.
- M:** In that case, we will issue a refund check. For this, we will need a copy of a photo ID and your home address. I will text you the e-mail address you can use to send it to me.

**Questions 7 – 9 refer to the following conversation with three speakers.**

- M:** Welcome to World Travel. How may I help you?
- W1:** Hi. I am looking to book a hotel for my trip to Toronto. Could you recommend one?
- M:** We have partnerships with several places. Do you have any specific requests in mind?
- W1:** Well, I'd like a place where I could use their business center. I'm going for a conference, and I need to print some things out.
- M:** Oh, I see. Let me ask my manager which one would be best. Yesterday was my first day. Ms. Ford, which hotel in Toronto has a business center?
- W2:** The Delarosa Hotel has one, and many of our business travelers have found it very convenient. I recommend that one.
- W1:** Sounds good. I'll go with that one. Also, I heard you offer a discount for World Travel members. Let me give you my membership card.

**Questions 10 – 12 refer to the following conversation.**

- W:** What will you do after the conference in New York next week? Will you stay an extra few days like you did after the conferences in Chicago and Philadelphia?
- M:** I wasn't planning on it, but I might consider it. I've never been to New York before.
- W:** It is really lovely. I went last year for vacation and enjoyed it.
- M:** Well, I think I'll stay an extra day or two. But I have to be back in the office for an important meeting the following Monday.

- W:** Oh, that's right. Bridgestone Consulting? Good luck with that meeting.

**Questions 13 – 15 refer to the following conversation and invoice.**

- M:** Thank you for staying with us, Ms. Middleton. Here is your bill.
- W:** Umm... I think there is a mistake. I've never dined at the restaurant here.
- M:** Oh, is that right? Let me look into that. One moment... Yes, it seems it was charged to the wrong room. I'm sorry about that. Besides that, was everything else to your satisfaction?
- W:** Yes. Also, could you give this tip to the spa? I was in such a rush to get to a lunch appointment I completely forgot.
- M:** Not a problem. I'll hand it to them after you leave.

**Part 4 Short Talks**

**Mini-Tests**

**A Office Announcements 1** 📄 134-137

**Questions 1 – 3 refer to the following excerpt from a meeting.**

- M:** I wanted to hold this meeting to discuss participation for our annual charity dinner. Since we began this event, we have hired a catering staff to come and serve the meal at the event. But after a discussion with some directors, we think it might be more cost-effective to change the meal set-up to a buffet-style meal and have company volunteers collect the empty dishes afterward. Therefore, I would like you managers to ask for names of department members who would like to volunteer for the event. I'll need the list of names by this Friday at the latest.

**Questions 4 – 6 refer to the following excerpt from a meeting.**

- M:** Before we end this meeting, I'd like to discuss a recent change to our store set-up. Many customers have complained that the aisles are too narrow and stuffy. These customers wrote in the survey we handed out recently that they would like our aisles to be wider and not as tall. Therefore, we will begin transitioning into these kinds of aisles next month. I have already put in the order for the new shelving units. This will also require that we reduce the amount of products we display. Therefore, I'd like you all to go over which items sell best and which don't. I'd like these lists given to me by the end of next week.

**Questions 7 – 9 refer to the following announcement.**

- W:** Welcome, everyone, to the Evergreen Museum New Employee Orientation. We're very happy to have more art enthusiasts on our staff. We will be going over all the galleries in our museum today and discussing the main points of these exhibit halls. I hope everyone has the map that I gave out earlier. Please stay close so as not to get lost, and do mind how loud you are

speaking. Also, I am happy to announce the completion of the new collaboration exhibit with the local broadcasting studio. You all will be the very first people to see it.

**Questions 10 – 12 refer to the following announcement.**

**W:** I'd like to make an announcement to everyone about some repair work that will be going on in the building. After the rainstorm that came through the area last week, we have realized that we have some leaks in the roof of our building. We have hired someone to repair it next Wednesday after work. We are so busy during work hours, when else can we do it? On these days, plastic will be placed over your workstations to protect them. We apologize for any problems that are created as a result. Make sure to put breakables in a safe place during this time.

**B Office Announcements 2** 📄 138-140

**Questions 1 – 3 refer to the following excerpt from a meeting.**

**M:** Welcome to our monthly staff meeting, everybody. Today's agenda is a little different than usual. In addition to updates from each department, we will discuss the new computer system. This new system will make it much easier to store all of our customer information. It will also make file sharing more convenient. There will be a training program later in the month, and everybody will then have a chance to learn more about the system. I will pass around a sign-up sheet in a minute for everyone to write down which time will be best for you to attend.

**Questions 4 – 6 refer to the following announcement.**

**M:** Now, as everyone knows, lately we have been having trouble with our clock-in system. Many people have complained that the machine does not record the right time, causing them to seem late when they actually came early. For the time being, I'd like everyone to continue to clock in with the machine as normal, but also please send a message to your department manager immediately after you log onto the company messenger of the time you clocked in. Please do this until we can have tech support check the machine this Friday.

**Questions 7 – 9 refer to the following excerpt from a meeting and reimbursement form.**

**W:** Before we finish today's meeting, I'd like to discuss a problem that happens frequently with our travel reimbursement forms. I have handed out a sample of one that I received just this past week. Many people have asked if we cover gas and meals. I would like to clarify that we do. However, we cannot process a reimbursement form unless we have all the receipts from the trip. If you do not have a receipt, please fill out a "no-receipt expense" form and attach it to the reimbursement form. Otherwise, we cannot give you money for that item. I will e-mail everyone a copy of that form after this meeting to make sure everyone has it.

**C Speeches/Lectures** 📄 141-144

**Questions 1 – 3 refer to the following speech.**

**M:** Each year, the Educators for Excellence committee looks for teachers who have shown a passion for teaching and learning. These educators are nominated by students and community members who they feel have made great contributions to the community. The teachers come from a whole range of fields, from science to literature to foreign languages. Voting is held for one month on our organization's website, and after tallying the scores, we now have the results. We ask that everyone please keep their applause until the end, after we have finished announcing the runners-up.

**Questions 4 – 6 refer to the following speech.**

**W:** Thank you for coming to this year's conference at L.A. City Hospital. I am proud to present the area's leading heart surgeon, Dr. Seung-Joon Kim, and a panel of Los Angeles's leading heart specialists. They will discuss current research into heart disease prevention and treatment. They will also debate problems faced by many hospitals and possible solutions to these problems. The panel discussion will take place in the auditorium at 10:30 a.m. and will be followed by a question-and-answer session. You don't want to miss this.

**Questions 7 – 9 refer to the following lecture.**

**W:** Welcome to this week's workshop on communication etiquette. We believe whenever we interact with guests, it is important we make them feel welcome. As many of you know, we have received an award for Excellence in Customer Service for the fifth straight year. After this training session, you'll see why. So, for the next few days, we will be practicing these interactions with each other in role-playing exercises. Although all of you are new here, you all should have customer service experience, so this shouldn't be too unfamiliar. Now, why don't we start with our first session on e-mail etiquette?

**Questions 10 – 12 refer to the following speech.**

**M:** Tonight, I'd like to honor a very special guest, Ms. Gabrielle Sardinez. She has worked for over 20 years in the industry, including 10 years at Joysee Creative Industries as their chief of advertising. I realized then that they had someone special on their hands. Despite worries from the board of directors about offering her a position here at CherryTree Tech Designs, I knew I had to do it. And after seeing her in action over this past year, I know I made the right choice. Thanks to her efforts, this company has become one of the largest graphic design companies in the country, with a 23% increase in profits. It's all thanks to her vision. So tonight, I'd like to honor Ms. Gabrielle Sardinez with the Employee of the Year award. Let's give her a round of applause.

## **D Public Announcements** 📞 145-147

### **Questions 1 – 3 refer to the following announcement.**

**W:** It's Summer Reading Time at the Colonial Heights branch of the Chicago Public Library! Parents and their children aged 18 to 35 months are invited to join us for a fun story time. At every session, we will read a short story that will be followed by songs and games. This five-week series is offered at 2:30 p.m. on Fridays, July 8<sup>th</sup> through August 5<sup>th</sup>. Each session will last for one hour. No registration is required, but space is limited, so come early. For more information, call the Colonial Heights Library at 555-0166.

### **Questions 4 – 6 refer to the following announcement.**

**M:** Attention, all Woodsmith Museum VIP members. We would like to thank you again for coming out today. We would like to remind you that starting next month, our museum will begin summer hours. While we are normally open until 8 o'clock, we will be extending our closing time by one hour. We will also be holding special events through the week for students home for the summer break. Please visit our information desk to get more details about these programs. Thank you and enjoy your day.

### **Questions 7 – 9 refer to the following announcement and flight schedule.**

**M:** Attention, ladies and gentlemen. Due to inclement weather in the destination city, the flight has been delayed by three hours. For those of you who must reach your destination as soon as possible, a connecting flight in Madrid is possible. Please come to the service desk at the gate to speak with a representative about boarding that flight. As seats are limited, you will be accepted on a first-come, first-served basis. We apologize for the inconvenience, and we appreciate your patience.

## **E Telephone Messages** 📞 148-151

### **Questions 1 – 3 refer to the following telephone message.**

**W:** Hi, Jim. This is Marta Thompson returning your call. I've thought about your product suggestion, but I don't think it is such a good idea in this current weak market. I think it would be much better to wait until next quarter. Right now, we need to concentrate on an advertising campaign for the current product. We need to maximize publicity and increase profits on it. I think we need to wait a couple of months before we develop something new. I'll be in the office until 4:30 today, so you can reach me anytime before then.

### **Questions 4 – 6 refer to the following recorded message.**

**M:** Thank you for calling SNP Financial Services. Our service hours are from 9 a.m. to 5 p.m. For general inquiries about SNP accounts, press 1. For interest rates, press 2. For information on mortgages, press 3.

For lost ATM cards, press 4. To listen to this menu again, press the pound key. To speak directly to a representative, please stay on the line. A representative will get to you as soon as possible. Current wait times are approximately ten minutes. Please have your account number ready to give to the representative.

### **Questions 7 – 9 refer to the following phone message.**

**W:** Hello, this is Sandra Barnes. I have an appointment with Mr. Hosworth about the product designs for the new furniture sets, but I just don't think I can get out of bed today. Would you be able to meet sometime later this week instead? I should be better by then. I will also e-mail you the designs I have for the products. I think you will really like them. I hope this doesn't set you back too far. Please let me know if there is anything else I can do.

### **Questions 10 – 12 refer to the following phone message.**

**M:** Hello, Mr. Hito? This is Jack Morris, and I ordered some paint from your company's website a week ago. In my order, I asked that you send three cans of paint as well as several swatches of some other colors we were considering using in another room. However, when we received the package, one of the cans had burst during shipping, and now all of the swatches are ruined. Plus, the paint is completely dried and now useless. I'm very disappointed about this, especially since your company stresses attention to detail. I would like these cans of paint sent again immediately. I have to finish a room by next week, so please get back to me as soon as you can.

## **F Advertisements** 📞 152-154

### **Questions 1 – 3 refer to the following advertisement.**

**M:** Come to the Computorama Summer Sale! Everything is 50 to 80% off! We are offering free computer accessories with any purchase of a computer and monitor. Hundreds of laptops are also on sale, with free external hard drives and wireless mice available. Please note that supplies and offers may vary depending on the store. If you are having a hard time finding what you are looking for, visit our in-store Wizard Lounge and speak to our knowledgeable professionals. This sale is only available for two days, so hurry in and grab these deals while supplies last.

### **Questions 4 – 6 refer to the following advertisement.**

**W:** Every Friday in July, ElectricMobile will offer free smartphones with no contract. Keep your old number and don't worry about losing contact with loved ones. Each phone comes with a two-year warranty and free protective screen cover. Enjoy cheaper rates and pay only \$20 a month for unlimited messaging, and \$30 for unlimited calls. On the first day of the event, we will be giving out a special gift to the first 100 people who take advantage of this offer. Prizes are worth up to \$300, so you don't want to miss this deal.

**Questions 7 – 9 refer to the following advertisement and coupon.**

**M:** Is your sofa old and worn out? Has your furniture lost its luster? Then this week's Summer Bonanza at George's Furnishings is for you! We are having a sale on all dining room sets and living room sofas. Not sure what size you need for your space? Have one of our representatives come out to your house and help you measure your home. For anyone who takes advantage of this service, we are offering free delivery. Come inside to also receive a special coupon for use on a weekend purchase.

**G Broadcasts** 📶 155-158

**Questions 1 – 3 refer to the following radio broadcast.**

**W:** This is Gimena Lator on XRM Radio with the latest health news. Researchers at the local Greenwood Hospital have released the results of a study that shows the reason why some diets work for some people but not for others. The study took over five years to complete and will change how people approach dieting. In the studio today, we have leading nutrition specialist and one of the researchers of the study, Dr. Francesca Williams. I will be asking her some in-depth questions about the study as well as taking calls from listeners, so be ready with your questions right after this break from our partners.

**Questions 4 – 6 refer to the following radio broadcast.**

**W:** I'm Hilda Lawson on FQT Radio with the local news. The mayor has recently announced that the opening of the Grynwold City Community Park will be held next Saturday afternoon. After snowstorms forced construction to be delayed for a few weeks, the park will finally be able to open its doors. The area, which used to be the site of the old metal works factory, will now feature benches and playground equipment made from recycled materials from the factory. On Saturday night, after the opening speech, attendees will be taken on a tour of the grounds, followed by live music from a local band. The ceremony will begin at 4 p.m., and all area residents are invited to attend.

**Questions 7 – 9 refer to the following radio broadcast.**

**M:** Today on Jamie's Business News Radio, I have invited the author of the latest best-selling book, *Financing Your Life*, Latitia Friedman, as today's guest. After giving advice on online personal finance forums for ten years, Ms. Friedman opened a website and released a book late last year to help people overcome their financial difficulties. Ms. Friedman will be offering her most helpful tips to radio listeners during the interview, so stay tuned to listen for them. Also, she will be giving away a year-long membership to her site. We've never had a guest like this before. We will meet with her right after this weather report.

**Questions 10 – 12 refer to the following radio broadcast.**

**M:** Thanks for tuning in to TYP Radio. Before we begin our next set of songs, I'd like to remind listeners that our Spring in the Park series will begin next month. This year, we will be featuring not only local artists, but also world-renowned musicians such as Jorge Rodriguez and his band. They will be performing on the first day of the festival, and tickets for the event will go on sale this Tuesday at 9 a.m. You can order tickets online at our website. Please remember that outside food and drink are prohibited on the park grounds. But a complimentary beverage is included with each ticket sale.

**H Tours and Trips** 📶 159-161

**Questions 1 – 3 refer to the following announcement.**

**W:** This is the end of our tour of the Ancient Roman Paintings exhibit. This exhibit will be returning to Italy next week, so you came just in time. If you'd like to see more artifacts from Ancient Rome, we do have some in our permanent exhibits gallery on the third floor. Some of the prints you saw today are available in the gift shop. Please continue your tour around the museum, as there are many more things to see. I highly suggest visiting the Amish Folk Art exhibit on the second floor. That will only be around for another three weeks, so make sure you stop by.

**Questions 4 – 6 refer to the following announcement.**

**W:** OK, everyone. The next stop on our tour is the Heidelberg Theater, the city's oldest theater. Despite its old age, it is still operational. In fact, it will be holding the opening of the town's opera festival beginning tomorrow. For anyone interested in attending, please speak to me, and I will help arrange tickets. We will look around the theater until 1 o'clock, and afterward you will have free time to look around the area. There's a park across the street and some lovely shops you can visit to pick up souvenirs. Be careful not to eat too much in that time, as we will be having dinner at 5 o'clock.

**Questions 7 – 9 refer to the following announcement and map.**

**M:** Hello, I'm Stan, and I'll be your guide here at the Philadelphia Zoo. You will be amazed at the number of animals on display here as we have the largest zoo in the region. You will be able to see over 200 animals on this tour alone, and more if you decide to venture off on your own afterwards. I must remind everyone to please refrain from using any electronic devices during the tour, including cameras and cell phones, as they might frighten the animals. I will be free to answer any questions you may have during and briefly after the tour. Now, let me hand out our map of the tour. Since we are near the lion's den, we will stop by there first. Afterward, we will visit the area just right of the lions.

**Listening Test****Part 1** 🔄 162

- (A) The man is building a house.  
(B) The man is developing software.  
(C) The man is making tools.  
(D) The man is adjusting the wires.
  - (A) A woman is cutting a vegetable.  
(B) A man is turning on a cooker.  
(C) A woman is eating a pepper.  
(D) A man is washing a pot.
  - (A) The garage is filled with cars.  
(B) The parking lot is completely empty.  
(C) The vehicles are buses and trucks.  
(D) The cars are parked at angles.
  - (A) Statues are being displayed.  
(B) Paintings are being hung up.  
(C) The people are in a gallery.  
(D) The people are having dinner.
  - (A) The shelves are loaded with goods.  
(B) The forklift is undergoing repairs.  
(C) One man is pointing to the ground.  
(D) One man is stacking boxes by hand.
  - (A) Some people are seated outside.  
(B) A man is opening an umbrella.  
(C) A man is setting up chairs and tables.  
(D) Some people are waiting in line.
- Part 2**
- Who do I talk to if I need a stamp?  
(A) Stamp the letter as confidential.  
(B) Jane is in charge of office supplies.  
(C) The post office closes in 30 minutes.
  - How is the Magnum Project going?  
(A) It's coming along nicely.  
(B) We're all going to the show.  
(C) It will be projected on the wall.
  - Have you been to the bank yet?  
(A) Sorry, I didn't mean to.  
(B) Great, it's on the corner.  
(C) No, I haven't had time.
  - Where would you like to go for lunch today?  
(A) No thanks. I've had enough.  
(B) Wherever. It doesn't matter.  
(C) Sure, lunch is a great idea!
  - You've seen the new annual report, haven't you?  
(A) Of course. He reports to his supervisor.  
(B) No, but I've heard it's really well done.  
(C) Not really. Last year's report was good.
  - Do you know when the next train to Dublin is?  
(A) No, check the schedule on the board.  
(B) No, but I missed my train this morning.  
(C) No, that one departs from platform 17.

- I'd like to make a dinner reservation.  
(A) Of course. How many people are there in your party?  
(B) I'm sorry. Are you sure the table is reserved?  
(C) I try to conserve energy when possible.
- How much money did the company earn last year?  
(A) You can't earn a lot with low interest rates.  
(B) We did well, exceeding \$25 million in profits.  
(C) The company has earned its great reputation.
- I need to send this package to Singapore.  
(A) I'll send it out with the other mail.  
(B) It's a small international package.  
(C) Express mail is very expensive.
- Are you finished with the newspaper?  
(A) I only have one more page to read.  
(B) I got it for \$1.75 at the newsstand.  
(C) I have it delivered to my home daily.
- How long is your training program?  
(A) We train for all circumstances.  
(B) The trip will take a few hours.  
(C) It's a ten-week intensive course.
- The copy machine is still broken, isn't it?  
(A) No, it needs a part for the motor.  
(B) No, the technician fixed it already.  
(C) No, I'll make some coffee for you.
- Would you like to go to the musical tonight?  
(A) Sorry, I have other plans.  
(B) She's coming in a bit later.  
(C) Yes, it is already sold out.
- Which carousel do we claim our bags at?  
(A) The carousel is a fun ride at the park.  
(B) The flight attendant said number 17A.  
(C) The insurance claim has been denied.
- What did Ms. Sanders think of the report?  
(A) The advertising department.  
(B) Not that I know of.  
(C) She thought it was well written.
- How about Chinese food instead of Italian?  
(A) I speak Italian very well.  
(B) No, I had Chinese last night.  
(C) The Chinese invented noodles.
- How do you find your employees?  
(A) Our employees find new opportunities.  
(B) We use a popular job-search website.  
(C) Our employees have university degrees.
- Are business lunches a claimable expense?  
(A) Everyone has already gone for lunch.  
(B) It gets expensive to eat out every day.  
(C) You'll have to ask accounting about that.
- How do you get to the bank from here?  
(A) Take a right at City Hall.  
(B) From 9 to 5.  
(C) Just a few clerks.

- 26.** Who's organizing the charity dinner?  
 (A) For the soup kitchen.  
 (B) I didn't see you on Friday.  
 (C) I think they said Matt.
- 27.** I don't think we should walk to the restaurant.  
 (A) The dish is fabulous.  
 (B) Only until 8.  
 (C) Yeah, it is much farther than I thought.
- 28.** Is this room big enough for the manager's meeting?  
 (A) We can manage by ourselves.  
 (B) Only six people are coming.  
 (C) It isn't that much work.
- 29.** Isn't Sandra Tomson the most experienced candidate?  
 (A) Just one more interview.  
 (B) It's for the accounting department.  
 (C) Yes, everyone else are college graduates.
- 30.** We have a photographer for the banquet, don't we?  
 (A) I'm full, but thank you.  
 (B) Yes, he's over there.  
 (C) I thought I saw a photograph on the wall.
- 31.** You can book your train tickets for today or Wednesday.  
 (A) About 30 dollars.  
 (B) The store isn't open on Sunday.  
 (C) How much do I have to pay?

### Part 3

#### 32–34

- W:** Hello. I'm thinking about buying a laptop, but I've never bought one before. Could you help me pick one out?
- M:** No problem. First, I'll need to know when you'll use it. And also, how much you'd like to spend on it.
- W:** I need to use it for work. I go on a lot of business trips and I need to write up my reports as well as use it for presentations. My company will be paying for it, so I'm open to anything.
- M:** Then I'd recommend this one over here, the MK-23. It's very thin but has a lot of storage space. The video processor is also one of the best in the industry.

#### 35–37

- M:** Wendy, we have been trying to get the pamphlets printed for our marketing meeting, but the printer keeps giving us problems. I don't think we'll be able to get it done in time for the meeting this afternoon.
- W:** Didn't we just have that fixed? I think it's time we ask maintenance to replace it.
- M:** I did, but they said there isn't enough money in the budget for it. They need to use the money to update the old air-conditioning units.
- W:** I was afraid of that. Go to the sales team and ask to use theirs. They let me use it last time I had problems. Meanwhile, I'll call maintenance to have them fix ours.

#### 38–40

- M1:** Thank you for looking over our report, Jennifer.
- M2:** Yeah, since we are both new, we weren't sure who to ask for help. Do you have any suggestions on how to improve our slideshow?
- W:** Well, the data looks good. It is simple and easy to understand. But... it's lacking some visual appeal.
- M1:** Oh, good point. I think we could add some pie charts and some graphics.
- W:** That would really capture the audience's attention.
- M2:** I'll go back now and add some in there. If you have time later today, can I send it to you again just to review it really quickly?

#### 41–43

- M:** Henrietta, could you tell everyone that Tuesday's marketing meeting has been postponed by a couple of days? I just found out Mr. Yamamoto's still away on business.
- W:** Sure. But can't we have the meeting without him?
- M:** Well, he needs to approve the design before we can proceed with it.
- W:** Oh, that's right. I'll send out an e-mail to everyone and let them know about the change.

#### 44–46

- W1:** How did your interview with the author go today?
- W2:** It went well, actually. I think I will have a great piece to write for the column in next month's issue.
- W1:** Great. By the way, how did the photos of the author come out?
- W2:** Photos? Oh, I completely forgot. Garrett, did you take any photos?
- M:** No, I was so busy making the questions for the interview that I forgot. I'll call her and ask if she has time tomorrow to take one.
- W1:** Why not just ask her to send a picture of herself? I'm sure she has one she'd like to use.

#### 47–49

- W:** Hi, Mark. I'm sorry to bother you, but I have a meeting here in 10 minutes.
- M:** Sorry about that. I just finished my meeting, so it's all yours.
- W:** Oh, how did the finance meeting go? I haven't had time to look over the data since I've been so busy making the presentation for the meeting I'm about to have.
- M:** It went OK, but management isn't very happy. Since we have been very slow these past couple of weeks, we have been going over budget. We are asking all the departments to cut back on expenses, but it is harder than it sounds.

**50–52**

- W:** We've been waiting for almost half an hour. If we wait any longer, we'll be late for the meeting with the factory owner.
- M:** Yeah, I don't understand. Tommy is always on time. I'll call him and see where he is. Maybe the trains are late.
- W:** Good idea. But I will go first. Last time we were late, they were unhappy since they had to push back their entire day's schedule. I don't want to do that again.

**53–55**

- W:** Excuse me. Is there a bus that goes directly to City Hall from here?
- M:** Yes, bus 47 comes every half hour. It stops right in front of the police station, which is next to City Hall. Since I just saw it pass, it will be another 10 minutes until it comes again.
- W:** Well, I have to be at a meeting in 15 minutes.
- M:** Then I'd recommend grabbing a taxi. There's a stand just in front of that café.

**56–58**

- M:** The annual company picnic is this Saturday. We've already booked a field on the Hatfield Farm Estate.
- W:** Perfect. I just hope the weather is better this year. It poured all day last year, and we had to end the picnic earlier than we had planned because it was just too wet.
- M:** The weather should be good. I've checked the forecast, and there is no rain expected this time.
- W:** Oh? That's good news. But I will call about a possible indoor location just in case.

**59–61**

- W:** Is the copier broken again? I thought you fixed it last week. I'm worried this will keep costing us money.
- M:** I just have to replace a couple of parts, but other than that, it seems to be in pretty good condition. It won't cost much.
- W:** That's a relief. When will it be ready to use again? We use this copier a lot, and we need it as soon as possible.
- M:** I should have it ready within the hour. I'll replace those parts now. If you can wait just a little bit longer, I'll let you know when it's done.

**62–64**

- M:** Hello. I bought this teapot here with a few other items a week ago, but I realized it doesn't match the rest of the set that I have at home.
- W:** Oh, I see. Well, we have a few other colors in this design. Why not exchange it?
- M:** I realized it was the wrong design, so I'd rather just get my money back.
- W:** I understand. If you give me your receipt, I'll process that for you right away.

**65–67**

- W:** Thank you, everyone, for coming out to volunteer to show off our new product at this trade show. Today we will be introducing the brand new ThunderBolt Memory Stick.
- M:** The design looks very good. But does it hold a lot? Speed is also very important.
- W:** This stick is quite fast. And it is large enough to hold up to 25 movies, over 1,000 songs, and thousands of pictures. You should stress this to customers who visit our display.
- M:** That's a lot of space. I'm sure customers will love that. But how will customers know how much memory is left on their device? Do they have to plug it in to find out?
- W:** No. They just have to press this button and a circle will appear with the amount of space used shaded in.

**68–70**

- M:** Hi, Jung-Hee. I hope you weren't waiting very long since your flight arrived first.
- W:** No, not at all. But where is Silvia? Her flight got in before yours at 2:50. I expected her to be out before you.
- M:** There was a problem with her luggage. It was put on the wrong carousel, but she should be out any minute. But what about Bob? Should we wait here for him?
- W:** Well, he said his flight was delayed about two hours. So, we will go to the hotel first and wait there for him before we go to dinner.

**Part 4****71–73**

- M:** Are you a freelancer? Are you having difficulty tracking your finances? Are you wondering why you aren't making your full potential? Let us help you. FreeMoney Tracker is an income and expenditure tracker with the freelance worker and small-business owner in mind. With this software, we help you record your projects, input payments, send out invoices, and create charts and graphs to visualize spending and financial tendencies. With over thirty styles for invoices and fifteen different types of budget sheets, we create the perfect personalized set-up for your financial needs. Call us today, and we can send a personal finance representative to help you learn how to use it at no extra charge.

**74–76**

- W:** May I have your attention, please? For the next 20 minutes, we'll be having a sale on dress shirts for men at 20% off the original price. All wool and silk ties are 20% off as well. In our shoe department, women's leather boots are half price. These savings won't last, so please hurry. Unfortunately, there is a strict limit of one purchase of each item per customer. This is to allow more of our customers the opportunity to purchase our quality goods at extra low prices. Thank you for your cooperation.

## 77-79

**M:** Attention, office staff. Due to last night's storm, the office will be closed for emergency repairs. Several leaks have been found in the roof of the building and several pipes have burst, causing flooding on the first floor and basement. The work will take about two days to complete. For the safety of all staff, we ask that you work from home for these two days. Any in-office meetings held during these two days must be canceled. However, if you have planned a meeting off-site, we encourage you to attend this meeting. We apologize for this inconvenience.

## 80-82

**W:** Thank you for coming to today's workshop. It is important that we all understand workplace health and safety regulations, especially in a factory. I know not everyone is here yet, but I only reserved the room until 3 o'clock. Now, before we begin, I want to make sure that everyone has the packet for today's workshop. It was mailed to your homes last week. Unfortunately, we don't have any extras, so if you are missing yours, please ask your neighbor to share it with you.

## 83-85

**W:** Thank you for calling Blue Sky Agency. It is always a pleasure to serve you. Unfortunately, all our agents are busy at this time helping other callers. We are sorry for the wait. Please choose from the following options. For information on this month's tour specials, press 1. For ticketing information, please press 2. For our location and hours of operation, please press 3. Callers wishing to inquire about reservations, please press 4. If you wish to speak to an agent, please hold the line and your call will be taken in the order it was received.

## 86-88

**M:** Good evening, ladies and gentlemen. Tonight's speaker is best-selling author and former professional skateboarder, Rick Simonson. He might not be a familiar face to some of you, but Mr. Simonson's book, *Down but Not Out*, has motivated thousands of people from all sections of society to live the best life they can. Having been forced to retire prematurely from skateboarding due to a career-ending injury, Mr. Simonson fought his way out of a deep depression to start his own multimillion-dollar business. Tonight, Mr. Simonson is here to share his strategies for overcoming adversity and building mental strength. His ideas can be applied to any and all aspects of life. We could all use his advice. Let's give a big hand for Rick Simonson.

## 89-91

**W:** Before we finish discussing our company's policies, I want to bring up another issue. I know many of you will be going on business trips, even some planning to go to the conference in London next month. Therefore, I'd like to mention some things about our reimbursement policy. All travel expenses, such as transportation and lodgings, will be reimbursed. All

receipts must be kept and submitted to your manager, then to the accounting department. Your manager will discuss the policy for purchasing with you later this week.

## 92-94

**M:** Welcome to WMJ Business Radio. Before we get to our interview, I'd like to first bring you some local news. This weekend, the annual Freehold Arts Festival will be held in front of the art museum. With musical performances, free special exhibitions at the museum, games for children, and a variety of other activities for the whole family, it is sure to be a fun event. Traffic on Dale Street in front of the museum will be blocked off beginning at 6 a.m. on Sunday until 1 a.m. on Monday. Please make alternate travel plans as city officials expect this to cause traffic delays. I hope everyone comes out to this wonderful festival.

## 95-97

**W:** Now, before we go back to work on the factory floor, I'd like to discuss some chip flavors we recently tested during a market research survey. If you look at this chart I've made, you'll see that our oldest flavors are still ranked quite high among consumers. However, our new flavors aren't doing very well. The flavor that was selected as the most popular during our Create-Your-Own-Chip promotion event had the lowest results. I think it's time we take out that flavor and replace it with another one. Sorry, Fredrick, but your contest idea wasn't very successful. But that's OK, because brand awareness went up as a result. So, let me know if you have any other ideas for new flavors or contests.

## 98-100

**M:** Hi, Elaine. It's Kyle from accounting. I just received your reimbursement request form from last week when you went to the bookstore, but I noticed a problem. On the request form, you noted that you purchased four books, but you only attached the receipt for the ones you paid for with a credit card. I don't see the receipt for the other book. If you aren't sure what to do when you purchase an item without a receipt, let me know and I will come and show you after lunch.