



Transcripts & Answer Key

Transcripts

Chapter 1 Listening Practice

Part 1 Photographs

Mini-Tests

A House 📞 001-012

- (A) The TV is mounted on the wall.
(B) The speakers are sitting on the floor.
(C) The books are in a bookcase.
(D) There are flowers on the table.
- (A) The man is holding a newspaper.
(B) Some food is being fried.
(C) Some people are sitting on a patio.
(D) The chairs are all being used.
- (A) A bed is being made.
(B) Some lamps are sitting on the floor.
(C) Pillows have been placed on a bed.
(D) A door has been opened.
- (A) Some windows are being washed.
(B) Some bushes are being planted.
(C) A car is being driven into a garage.
(D) A car is parked in front of a house.
- (A) There are steps leading to a door.
(B) A railing is being painted.
(C) A door has been left open.
(D) A bicycle has been left outside a building.
- (A) A woman is climbing into a truck.
(B) Boxes are stacked in front of a post.
(C) Some boxes have been placed on a porch.
(D) A man is entering a house.
- (A) A shower curtain has been drawn.
(B) A mirror is hanging on a wall.
(C) A towel has been thrown on the floor.
(D) A trash can has been placed in a corner.
- (A) A vase is sitting on a ledge.
(B) A window has been opened.
(C) There is a stool next to the wall.
(D) A chair has been pushed into a desk.
- (A) A boy is picking up a flower pot.
(B) A man is holding a flower.
(C) A boy is watering some flowers.
(D) A man is kneeling on the ground.
- (A) A man is climbing a ladder.
(B) A man is painting a house.
(C) Tiles are being removed from a roof.
(D) A chimney is being cleaned out.
- (A) A counter is being wiped down.
(B) A cabinet door has been opened.
(C) A dryer is being loaded with clothing.
(D) Some clothes have been put in a pile.

- (A) A cabinet is being cleaned.
(B) A TV is being repositioned.
(C) A couch is being moved into a corner.
(D) Some pillows are being arranged on a sofa.

B Workplace 📞 013-024

- (A) The man is changing his clothes.
(B) The man is welding some metal.
(C) The man is working in an outdoor lot.
(D) The man is installing some lights.
- (A) All of the men are looking at a blueprint.
(B) A man is demonstrating a machine.
(C) A man is pointing at a hat.
(D) One of the men is turning on a machine.
- (A) All of the computers are being used.
(B) The people are typing on keyboards.
(C) Some people are talking to each other.
(D) Some monitors are being adjusted.
- (A) He's writing some notes.
(B) He's standing at a desk.
(C) He's hanging up a phone.
(D) He's looking at a monitor.
- (A) A woman is making photocopies.
(B) A woman is pressing a button.
(C) A woman is replacing the phone.
(D) A woman is reading a document.
- (A) They are writing on a piece of paper.
(B) They are looking at each other.
(C) One of the women is holding a pen.
(D) One of the women is typing on a laptop.
- (A) Some people are listening to a presentation.
(B) A whiteboard is being written on.
(C) Chairs and tables are being set up.
(D) Some people are cleaning a light fixture.
- (A) The man is laying down cement.
(B) The man is writing some notes.
(C) The man is waving to some people.
(D) The man is shoveling some dirt.
- (A) The woman is sharpening a pencil.
(B) The woman is reading a book.
(C) The woman is writing in a notebook.
(D) The woman is looking at a monitor.
- (A) A potted plant has been set by a monitor.
(B) Some blinds have been drawn.
(C) Some keyboards are placed on some desks.
(D) Chairs have been stacked against a wall.
- (A) Books are being put back on shelves.
(B) A chair is being dragged across the room.
(C) A cart has been pushed against a shelf.
(D) A book has fallen on the floor.
- (A) The man is removing his gloves.
(B) The man is cutting a metal object.
(C) The man is lifting something onto a table.
(D) The man is picking up a metal bar.

C Businesses 📞 025-036

1. (A) Some people are walking by.
(B) Some people are being served.
(C) A man is hanging some curtains.
(D) A man is standing on a chair.
2. (A) The woman is washing some plates.
(B) The woman is wiping a tabletop.
(C) The woman is holding a plate of food.
(D) The woman is arranging the plates on a table.
3. (A) The woman is putting up a sign.
(B) The woman is examining some fruit.
(C) The woman is arranging stock in a store.
(D) The woman is peeling some fruit.
4. (A) The man is stacking some bowls.
(B) The man is using a ladle.
(C) The man is washing a plate.
(D) The man is wiping a counter.
5. (A) She is placing items in a basket.
(B) He is removing a basket from a counter.
(C) She is writing a check.
(D) He is holding a card reader.
6. (A) Some produce is arranged on carts.
(B) Some fruit is lying on the ground.
(C) Some fruit is sitting on a ledge.
(D) Some produce is being bagged.
7. (A) One of the men is grabbing a plate of salad.
(B) One of the men is stirring a pot of soup.
(C) One of the men is washing a plate.
(D) One of the men is speaking to a colleague.
8. (A) A man is holding some merchandise.
(B) A man is trying on a pair of shoes.
(C) Some footwear is being scanned by a cashier.
(D) Some shoes are being placed into boxes.
9. (A) The woman is selecting something from a shelf.
(B) The woman is pushing a shopping cart.
(C) Some products are hanging on hooks.
(D) Items are being stacked on a shelf.
10. (A) The man is holding a shirt.
(B) A shirt is being put on a hanger.
(C) The man is looking through a rack.
(D) Some clothes have been put on mannequins.
11. (A) One of the men is opening an umbrella.
(B) One of the men is writing on a signboard.
(C) One of the men is filling a basket.
(D) One of the men is holding a plastic bag.
12. (A) Windows overlooking a garden have been opened.
(B) Tables have been set up in a large room.
(C) Plates are being placed on each table.
(D) Chairs are being pushed into a table.

D Other Public Places 📞 037-048

1. (A) Some children are playing in the waves.
(B) Beach umbrellas are being opened.
(C) Tables are set up next to some chairs.
(D) Chairs have been arranged in pairs.
2. (A) People are strolling along the street.
(B) The runners are wearing long pants.
(C) People are running down a street.
(D) Some people are holding water bottles.
3. (A) Some people are attending an exhibit.
(B) People are leaving the gallery.
(C) Some people are hanging up photos.
(D) People are taking some pictures.
4. (A) A bicycle is being chained to a post.
(B) A car is being parked on the street.
(C) Some trees are being planted.
(D) Some plant boxes have been placed along a bike lane.
5. (A) People are entering a train car.
(B) Some people are sitting on a bench.
(C) The doors of the train are closed.
(D) A sign has been displayed.
6. (A) They're sitting on a bench.
(B) A man is standing next to a bench.
(C) They're planting some trees.
(D) A woman is standing up.
7. (A) Some people are raising the sails.
(B) A boat is sailing in the ocean.
(C) The boat is docked next to the pier.
(D) Some people are tying down a boat.
8. (A) Some people are entering a station.
(B) A man is reading a schedule.
(C) A woman is fixing a clock.
(D) Some people are waiting in line.
9. (A) They are biking down a path.
(B) Some children are climbing a tree.
(C) They are skating in the park.
(D) One of the children is sitting in the grass.
10. (A) The tables are being wiped down.
(B) A man is looking through a bookshelf.
(C) The man is seated in a chair.
(D) Books are being put back on the shelves.
11. (A) A woman is walking across a crosswalk.
(B) Some cars are turning at an intersection.
(C) A fence has been put up around a tree.
(D) Some cars have been parked along a street.
12. (A) The auditorium is filled with people.
(B) There is a podium at the front of the auditorium.
(C) There are people scattered throughout the auditorium.
(D) Some people are raising their hands.

Mini-Tests

A Questions with an Interrogative 📞 049-073

1. Where can I find the laptop?
(A) In the meeting room, I think.
(B) At 6 o'clock, I guess.
(C) What does the screen say?
2. What time is the meeting?
(A) At the office downtown.
(B) On the same day.
(C) In half an hour.
3. Which street is the restaurant on?
(A) Let me check the map.
(B) I turned it off before we left.
(C) He did seem a little off.
4. When can they arrange for the furniture to be delivered?
(A) It's not certain yet.
(B) I already paid for it.
(C) You shouldn't phone.
5. Why don't we check whether the projector works?
(A) They'll arrive in the morning.
(B) That's an excellent idea.
(C) They said it would rain later.
6. What should we wear to the conference?
(A) A business suit would be appropriate.
(B) Let's get there early and save seats.
(C) I went to the conference last year, too.
7. Why are the executives flying to Europe on Sunday?
(A) No, it's on Wednesday.
(B) We ordered the flyers already.
(C) They've got a sales meeting.
8. Who is attending the president's luncheon?
(A) He'll choose the day.
(B) I'll check the guest list.
(C) The lunchroom, I think.
9. Where did you put that budget report?
(A) Report to the lobby.
(B) Next Wednesday.
(C) On your desk.
10. Where is Jennifer going now?
(A) To a budget meeting.
(B) At the train station.
(C) I thought it was yesterday.
11. How many people came to the open house?
(A) I thought I closed it.
(B) About twenty.
(C) We had no offers.
12. How about going to the party together?
(A) Great, I'd love to have one.
(B) Sorry, I have other plans.
(C) Too bad. It was really fun.
13. Who did you meet in Turkey?
(A) I'll meet you there at 2 p.m.
(B) The marketing manager.
(C) We didn't have time.
14. What's wrong with this laptop?
(A) That one is on sale this week.
(B) I set it down over there for now.
(C) The battery needs to be charged.
15. Why was the meeting postponed?
(A) I posted it yesterday.
(B) The client had another appointment.
(C) To next Thursday.
16. When is the best time to call you?
(A) Unfortunately not.
(B) To my office phone.
(C) Before 4 p.m.
17. When is the trade show this year?
(A) The show starts at 8 o'clock.
(B) Sometime next month.
(C) In London.
18. Who did you talk to at the real estate agency?
(A) I believe her name was Monica.
(B) To secure the lease.
(C) Just this morning.
19. How long will it take to get to the hotel from the airport?
(A) Should I shorten our stay?
(B) Let me call a cab.
(C) Twenty minutes by subway.
20. Who extended our phone contract?
(A) Check the name on the form.
(B) For six months, I think.
(C) I'll phone you later.
21. When was the bakery added to our suppliers list?
(A) I didn't know you could bake.
(B) Earlier this month.
(C) Our supply was short.
22. Who is the new marketing manager?
(A) I haven't heard yet.
(B) The new campaign.
(C) Just a few people.
23. When will the new employee begin working?
(A) She seems nice.
(B) The finance department.
(C) This Monday.
24. Who has the market research results?
(A) It might be Jessica.
(B) The desk on the right.
(C) I'm going to the market soon.
25. When can I pick up my order?
(A) It's OK, I have my own car.
(B) At the front service desk.
(C) I'll call you as soon as it comes in.

B Yes/No 📞 074-098

1. Is there going to be a meeting on Monday?
(A) No, you can go sooner.
(B) Thanks, I'd appreciate that.
(C) Yes, at 9 a.m. sharp.
2. Will you come to the client dinner tonight?
(A) I doubt I can find the time.
(B) At the end of the week.
(C) I didn't bring anything.
3. Is that the document I've been waiting for?
(A) Yes, he's in the waiting room.
(B) Yes, I'm sorry it arrived so late.
(C) Yes, I saw a documentary film.
4. Would you like to sit by the window on the plane?
(A) Sure, either flight time is fine.
(B) Fine, I'll bring you a coffee.
(C) Actually, I'd prefer an aisle seat.
5. Have you seen the budget report for this quarter yet?
(A) No, I've been out of town.
(B) Actually, report time is at 3 o'clock.
(C) Yes, I have a quarter.
6. Don't we need to call Australia?
(A) Thank you for reminding me.
(B) They called him Mr. James.
(C) She's in Austria.
7. Have you booked the catering company for the banquet?
(A) I'm waiting on a quote.
(B) No, I can do it by myself.
(C) Yes, the book is really good.
8. Can these computers be repaired?
(A) Actually, next to the printer.
(B) No, we're buying new ones.
(C) Not yet. They'll arrive soon.
9. Has Mr. Johnston posted the budget results yet?
(A) I believe they're on the website.
(B) He told me that was the result.
(C) This is a new poster we just got.
10. Has your team ever worked this late before?
(A) Sure, it will be ready soon.
(B) Yes, quite a lot recently.
(C) OK, if you need us to.
11. Wasn't the budget report supposed to be finished this afternoon?
(A) It's supposed to start at 6 this evening.
(B) I need another 30 minutes to finish it.
(C) I haven't heard the weather forecast.
12. Should I wear a jacket to the business dinner?
(A) Yes, it's going to be a formal event.
(B) Sure, I'll be coming after dinner.
(C) That's too bad. I've just lost my jacket.
13. May I ask you a few questions for a survey?
(A) I'm afraid I'm in a hurry.
(B) I asked about it earlier.
(C) I'll be a surveyor soon.
14. Have you delivered the package yet?
(A) Sorry, it hasn't arrived yet.
(B) Not yet, but I'll get you one.
(C) No, I haven't prepared it.
15. Do you have another laptop we could use?
(A) Yes, it's over there.
(B) No, I never used it.
(C) No, it's on the bottom shelf.
16. Has the client's flight been delayed?
(A) Yes, it's on your desk.
(B) No, not that I know of.
(C) It's up there.
17. Would you like me to bring this up to the manager?
(A) No, I've got a basket.
(B) Yes, let's take the stairs.
(C) No, I can take care of it.
18. Does the lecturer know he's invited?
(A) Yes, it's invite-only.
(B) No, she graduated already.
(C) Yes, I sent an invitation last week.
19. Would you like a hand?
(A) No, my left hand.
(B) I would appreciate it.
(C) Yes, it's my favorite.
20. Did you send that e-mail to the department?
(A) I wanted to run it by you first.
(B) Next Saturday.
(C) I'm still looking for an apartment.
21. Are you applying for the research grant?
(A) Yes, I know Grant.
(B) Four applicants.
(C) I don't have the time.
22. Will you be attending the gala next week?
(A) At 7 p.m.
(B) Only the drinks.
(C) Not this year.
23. Could you pass me my glasses?
(A) Where are they?
(B) You can take a shortcut.
(C) Sure, I'll move.
24. Is Mr. Jackson coming back this week?
(A) Yes, it's all in the back.
(B) No, not that I know of.
(C) No, it's not my comb.
25. Doesn't the company reimburse all travel expenses?
(A) No, I've never traveled before.
(B) Yes, but by plane.
(C) Let me check with the finance department.

C Tag/Declarative/Indirect 🔄 099-123

1. This is a good location for a store, isn't it?
(A) They're not over there, either.
(B) I don't like it, to be honest.
(C) It's located by the printer.
2. We're closing the store early to do inventory.
(A) Really? I didn't hear anything.
(B) Are they back in stock?
(C) I'm in the shoe department.
3. This job application was faxed to Human Resources, wasn't it?
(A) I fixed it yesterday.
(B) I'm doing that now.
(C) I have a receipt.
4. Jenny requested some office supplies, didn't she?
(A) She's not here right now.
(B) We need a new supplier.
(C) Yes, just last week.
5. Is there any chance you could send me the draft of the news article?
(A) Yes, this morning.
(B) I heard that yesterday.
(C) Sure, give me a few minutes.
6. This invoice includes the insurance, doesn't it?
(A) Sure, I'll apply next week.
(B) Yes, everything's included.
(C) OK, enter this information.
7. I was wondering if I should arrange your next business trip.
(A) I would appreciate that.
(B) I'll be there in a moment.
(C) I almost tripped over it.
8. Let's ask Sally to look over our presentation.
(A) Just a few minutes.
(B) She won't be coming.
(C) She's in a meeting right now.
9. We need to submit the papers today, don't we?
(A) Sorry, I've run out of paper.
(B) Yes, today is the deadline.
(C) Actually, it's my submission.
10. You know we have to work tonight, don't you?
(A) He works the night shift.
(B) I guess it can't be helped.
(C) I haven't sent any faxes.
11. Don't you think she looks exhausted?
(A) She certainly does.
(B) She's always late.
(C) I showed it to her.
12. This meal comes with a beverage, doesn't it?
(A) Yes, all for \$12.
(B) No, I'm not thirsty.
(C) She'll be coming soon.
13. Do you know if the trip to the technology expo has been approved?
(A) I'm not good with computers.
(B) I got Ms. Jones's signature.
(C) The Laurel Conference Center.
14. I'm not late for the presentation, am I?
(A) Don't worry, he'll be here.
(B) Really? I didn't notice it.
(C) No, it starts in a few minutes.
15. Does anyone know why we changed vendors?
(A) She's here right now.
(B) In the vending machine.
(C) Their prices went up.
16. I would like to unsubscribe from your monthly news service.
(A) No, about two weeks.
(B) Yes, check your inbox.
(C) OK, I'll process that right now.
17. You do know how to operate this device, don't you?
(A) I have many interests, too.
(B) It's a minor operation.
(C) Yes, I read the directions.
18. We'd like you to submit your work to the exhibition.
(A) I'd be honored.
(B) Two more exhibits.
(C) I can't work that day.
19. I thought the speech was very inspiring.
(A) Over forty minutes.
(B) I couldn't agree more.
(C) That was my inspiration.
20. When do you think this building was constructed?
(A) It's around the corner.
(B) He's in a meeting now.
(C) I'll ask John if he knows.
21. The attendees begin arriving tomorrow, right?
(A) No, the day after.
(B) Yes, you must attend.
(C) Great, I'll borrow one.
22. I'm thinking of joining a professional society.
(A) It's a good idea to become a professor.
(B) I believe that's the same one, though.
(C) That could be a good career move for you.
23. The show begins in twenty minutes.
(A) Should we take a taxi?
(B) I've never heard of it.
(C) It's my first one.
24. Pierre and Gisele attended the seminar, didn't they?
(A) They'll arrive this morning.
(B) Then seat them on the left.
(C) Of course, they were there.
25. I was wondering if you would like to go to the movies tonight.
(A) I think it is, too.
(B) That's a great idea.
(C) It's at the theater.

Mini-Tests**A Office Talk** 🎧 124-130

Questions 1 – 3 refer to the following conversation.

- M:** I've been working for the past three days to find all of the information for this year's annual report. I'm worried we won't make the deadline.
- W:** We'll get it submitted with a couple of hours to spare. I'm curious, where did you find all of these company facts and figures?
- M:** I found some sites that provide the information, plus a few news articles.
- W:** You'll have to show them to me later. But first, can you send me your part of the report? I need to start working on the presentation file.

Questions 4 – 6 refer to the following conversation.

- M:** Renée, I can't seem to get into the storage room. Is something wrong with the door?
- W:** Starting today, everyone needs to enter an access code to get in.
- M:** I can't believe it. So where can I find this code? Should I speak to the IT department?
- W:** No. Your manager should've sent a message with the code for your department this morning. I would ask him before contacting IT.

Questions 7 – 9 refer to the following conversation.

- W:** Did you get the e-mail about the meeting on Thursday? It was moved up to today.
- M:** What? I didn't get that e-mail. Why did they do that?
- W:** The manager has to meet a client on Thursday, so she moved it up.
- M:** But I still have a lot left to do on my report. I don't know if I can finish it in time for the meeting today.
- W:** I have some time today. E-mail it to me, and I'll take a look at it after I come back from the post office.

Questions 10 – 12 refer to the following conversation.

- W:** Good afternoon. Do you have an appointment?
- M:** Yes, I have an appointment with Mrs. Foley for a job interview. Could you let her know that Brian Thomas is here?
- W:** I'm sorry, Mrs. Foley is running late due to a problem with her car. She said she will be about twenty minutes late. Are you able to wait?
- M:** That's no problem. I'll wait in the coffee shop next door. Could you give me a call when she comes in?

Questions 13 – 15 refer to the following conversation with three speakers.

- W1:** Today, we will be working with a new program, Filmmaker X3. I will need you two to use it to make a short commercial for our new product.

M: Actually, I've never used this video-editing program before.

W2: I used it at my last company. It's very simple. I can teach you the basic commands after this meeting if you want.

M: That would be great! Thanks!

W1: While making the commercial, make sure you stick to the storyboard. You can find a copy of it along with the video files on our company servers.

W2: I heard that the servers are undergoing maintenance this morning. So we'll have to wait until this afternoon to access them.

Questions 16 – 18 refer to the following conversation with three speakers.

W1: Hi, Jennifer. Hi, Sam. Our new employees start next week. Is everything ready for them?

M: Everything is going well. We will have all the computers set up for them to work on this Friday. But Jennifer realized something. Jennifer?

W2: While setting up their accounts, we realized we don't have a picture of anyone for their ID badges. Without them, it will be hard to enter many areas of the building since access is restricted.

W1: Hmm... And we don't have enough temporary IDs for them all.

M: What if I send them an e-mail asking for a digitized photo of themselves?

W1: Great! I'll give you a list of the new employees this afternoon.

Questions 19 – 21 refer to the following conversation and the invoice.

M: Look at this. The printers made a mistake. We reduced the order to 100 invitations, but they've invoiced us for the original 150.

W: Well, we are not paying for invitations we didn't receive. We'll have to ask for a revised bill.

M: OK, I have to get to a staff meeting now, but I'll call them after that and ask for a new invoice.

W: Excellent. That way, we can settle the amount owed immediately.

B Workplace Dilemmas 🎧 131-137

Questions 1 – 3 refer to the following conversation.

W: I've printed out a copy of the material for the advertising meeting this afternoon. Would you mind taking a look at it and telling me what you think?

M: Hmm... It looks good. But I think a few pages are missing. See here? It goes from page 13 to page 18.

W: Oh, no. All of them are like this. They must've made a mistake at the printer's.

M: We still have a few hours before the meeting. Call them back and tell them to fix it. This happened to me last time I ordered from them.

Questions 4 – 6 refer to the following conversation.

- M:** Denise, why are you here? Shouldn't you be on your way to the trade show in Memphis?
- W:** I went last year. And there are some complaints from a client about the application we developed for him that I need to resolve immediately.
- M:** Really? What's wrong?
- W:** The client is unhappy with the app. He said it isn't smooth, and it often closes when he tries to open certain parts. He's one of our biggest clients, and I don't know how to make it up to him.
- M:** I'm sure you'll figure it out. You've dealt with him before. I'd love to try and help, but I have to go speak with the manager.

Questions 7 – 9 refer to the following conversation.

- M:** It's so hot in the office today. The air conditioner must be broken. I'll have to call maintenance to take a look at it.
- W:** Didn't you hear? Our energy consumption has been too high this year. So they asked us to turn it off for one day a week.
- M:** I didn't get that memo. Is there anything we can do to keep cool? It'll be too hard to concentrate in this heat.
- W:** Well, I ordered a few fans for our office. But some people are asking about working from home. I'll let you know what management says about that later today.

Questions 10 – 12 refer to the following conversation.

- W:** Hey, Bob. Have you been able to log into the company website? I have been trying to log in for the last ten minutes, but it says my password is incorrect.
- M:** No, I'm logged in just fine. You know, they did upgrade the servers last night. Maybe your account was affected by that.
- W:** That's possible. I guess I should call IT about the problem. Do you know who's in charge of network issues?
- M:** I'm not sure. I'll look it up here and let you know. Just give me a minute.

Questions 13 – 15 refer to the following conversation.

- M:** Did you finish setting up for the managers' meeting this afternoon? This is a pretty important meeting, so I want everything to be perfect.
- W:** I just finished. Take a look yourself. I even had time to print out the updated itinerary.
- M:** Everything seems good... Wait. Where are the name cards? Weren't you going to print those out?
- W:** Oh, I can't believe I missed that. I knew something was missing. Let me go print those out right away. Everything is up in my office.
- M:** Take your time. They haven't come back from lunch yet.

Questions 16 – 18 refer to the following conversation with three speakers.

- W:** George, Rashid, I was looking through the sales log from earlier today, and it seems both of you made a mistake when processing returns.
- M1:** Oh? What mistake was that?
- W:** Customers only have fourteen days to return merchandise, not thirty. Too many people were taking advantage of it in the past, so we changed the policy.
- M2:** But when we were trained, they told us it was thirty. It even says so in the training manual.
- W:** Really? Hmm... You're right. This should be corrected immediately. From now on, follow the new policy until they change these manuals. Let me go speak with the training manager about this.

Questions 19 – 21 refer to the following conversation and the schedule.

- W:** Darryl, you're in charge of room reservations, right? I want to reserve a meeting room for next Tuesday, but all the meeting rooms seem to be filled.
- M:** Next Tuesday? We have a room available. Actually, the marketing team canceled their meeting, and the sales team wanted to switch to that room since it is bigger. I haven't had a chance to update the reservation sheet. You can use their room.
- W:** Oh, really? That's wonderful. Does the room have a projector? I need to give a presentation on the budget report, and it would be really helpful.
- M:** It doesn't, but the portable projector should be available. The marketing team doesn't need it. I'll get that for you Tuesday morning.

C Staffing Changes 🔄 138-144

Questions 1 – 3 refer to the following conversation.

- W:** Ever since we put up that job notice on our site, we've received a lot of applications. I bet there are at least fifty.
- M:** I know. The president will be happy to hear that. He is eager to hire a head engineer and wants the new hire to start as soon as possible.
- W:** Sounds good. But with so many submissions, I haven't been able to look at all of them properly.
- M:** Why don't I help you? I have some time tomorrow around 10 o'clock. I'll stop by your office, and we can go over them together.

Questions 4 – 6 refer to the following conversation.

- M:** Sarah, I heard you were promoted. Congratulations! When does it go into effect?
- W:** Thanks. It starts in two weeks. But I'm busy until then since I need to attend training every day for it. I don't know when I'll have the time to pack this stuff up.
- M:** Well, I've finished my work for the day.
- W:** Really? That's perfect. Could you see if there's an extra box in the supply closet?

Questions 7 – 9 refer to the following conversation.

- W:** Did you hear? At the staff meeting this morning, they said that the store manager, Ms. Hartford, will retire this year. And they're looking for someone internal to take the spot.
- M:** Wow! You know, I'd love to be a store manager, but I don't think I have enough experience to be considered.
- W:** But didn't you take business classes in college? Plus, you've been assistant manager for a while. That's a lot more than most of us.
- M:** Maybe you're right. Do you know when interviews start?
- W:** I think they'll be compiling a list of candidates this month and beginning interviews next month. The human resources manager would know more, so you should ask him.

Questions 10 – 12 refer to the following conversation.

- W:** Did you hear about Stacey? She's quitting and going to work for Brice Publications.
- M:** You're kidding! They're our biggest competitor. I thought she liked it here.
- W:** She did, but they scouted her and offered her a great position. It was hard to refuse.
- M:** Good for her. She deserves it. Maybe we should start thinking about our career plans.
- W:** Right. I think I'll update my résumé later today.

Questions 13 – 15 refer to the following conversation with three speakers.

- M1:** Thank you for coming to today's interview. We know the location is hard to reach. I'm Scott Somerton, the chief designer.
- M2:** And I'm Jeffrey Bardot, the head editor of the magazine.
- W:** It's great to finally meet you both.
- M2:** We looked over your résumé and thought you would be a perfect addition to our design department. But we weren't sure you had much experience in fashion photography.
- W:** Actually, I did freelance work for my friend's fashion studio. Would you like to see some of the pieces we used on her website? I brought some with me today.
- M1:** That would be great. And if you could, tell us about how you came up with your shooting method.

Questions 16 – 18 refer to the following conversation.

- M:** Amy, have you applied for the company position that was advertised last week?
- W:** No, I'm still revising my résumé. It doesn't feel like it stands out enough. I know they'll be opening up the hiring to people outside the company as well.
- M:** If you want, I can send you my résumé to use as a guide. I received a lot of help with mine, and it definitely helped.
- W:** I would appreciate that. Thanks.

Questions 19 – 21 refer to the following conversation and the chart.

- W:** Now, before we finish today's meeting, I'd like to talk about our hiring process for this year. In the past, we've always used a headhunter who recommends candidates to us. But I'd like to discontinue this service.
- M:** Oh? Why is that? I thought it was very successful.
- W:** It is, but it is very costly. And corporate would like us to reduce hiring costs. I've come up with a chart that shows how we've hired people in the past.
- M:** I'm surprised! I didn't expect these results. Then we should definitely go with the second-best method. I'll talk to the rest of the team so they can know more about this.

D Daily Life 🔄 145-151

Questions 1 – 3 refer to the following conversation.

- M:** Good afternoon, you've reached Dr. Johnson's office. May I help you?
- W:** I'd like to make an appointment to see the doctor. Would he be available to see me at 11 a.m. tomorrow?
- M:** I'm sorry, he won't be in the office all morning. However, he'd have time to see you after lunch, at 2 p.m.
- W:** The afternoon is difficult for me. I have a meeting at work at that time.
- M:** We have another doctor who comes in while Dr. Johnson is out. He's here from 9 to 12. Would you like to see him instead? He gets very busy before lunchtime.
- W:** Yes, I'll be there as soon as you open.

Questions 4 – 6 refer to the following conversation.

- W:** Good afternoon. Are you looking for anything in particular?
- M:** Yes, I'd like to get new wall cabinets for my kitchen. But these here are a bit too large. Do you have any others?
- W:** Yes, these are just our show pieces. Once we have someone go to your house to measure your current cabinets, they will be custom-made for your kitchen in the size you need.
- M:** Oh, I see. And are these all the designs you have? I was looking for something like this one, but in a different color.
- W:** Most of our models are offered in at least three different colors. Come over here and I'll show you our catalog.

Questions 7 – 9 refer to the following conversation.

- W:** Thank you for taking a look at my car on such short notice. Have you figured out what's wrong with it?
- M:** Yes. One of the engine parts is broken and needs to be replaced. I ordered it, but it will take a few days to come in.

- W:** Oh, that's no good. I need to use the car to go to a trade show this weekend.
- M:** Well, do you have insurance? We have some loaner cars that you can use while your car is being repaired.
- W:** Why, yes, I do. Here is my card.
- M:** Great. I'll give them a call and then come back with the invoice for the repairs.

Questions 10 – 12 refer to the following conversation.

- W:** Gary, do you know what time the Computer Repair Center on Smith Street opens?
- M:** Um, I believe it opens pretty early. Around 8:30 a.m. during the week, I think. Why?
- W:** Well, I dropped my laptop last night, and now the screen won't turn on, so I need to have it fixed. I'd like to drop it off as soon as they open, so I can get to work on time.
- M:** You might have enough time, but not much. It's a 25-minute walk from the shop to your office. Didn't you say you have a meeting tomorrow morning at 9 o'clock? If I were you, I would just take it there on Saturday.

Questions 13 – 15 refer to the following conversation.

- M:** I got my electricity bill today. I was surprised that it was more expensive than last month.
- W:** Yes, mine was too. But I have been using more electricity these days since I started working from home.
- M:** Right, but I'm rarely at home. I wonder if my energy meter is working properly. I think I'll ask the electric company to come and read it again.
- W:** That's a good idea. Maybe I should check mine, too.

Questions 16 – 18 refer to the following conversation with three speakers.

- M1:** Thank you for coming to my office today, Esther, Tom. So, tell me what you thought of some of the apartments we looked at last week.
- W:** Well, the apartment on Maple Street was really nice. It seemed big enough for us, but I'm worried about the renovation. It doesn't look like it will be ready in time for our move-in date.
- M2:** So, we were thinking about the apartment by the elementary school. It was a little smaller, but the view was great and we would love an outdoor patio.
- M1:** That's great to hear. If you're sure about your decision, I'll call the owner right now and let him know we're willing to place a bid on the place.

Questions 19 – 21 refer to the following conversation and the pamphlet.

- W:** Welcome to Georgetown Bank. How may I help you?
- M:** Hi. My name is Nathaniel Hayes. I requested a credit card from you a week ago, but I haven't received it yet.
- W:** Do you remember which one you ordered?

- M:** I don't remember the name, but I know it gave discounts on gas stations.
- W:** Oh, that one! It's our most popular one. We're actually all out of them and have been since the day they came out. We don't know when they will come back in. Is there any other card you were interested in?
- M:** Well, I do shop online a lot. Do you have one for that?
- W:** Yes, we do. I can issue you that right away. I just need to see your ID, if you don't mind.

E Travel 📞 152-158

Questions 1 – 3 refer to the following conversation.

- M:** Good morning, this is Charles Rothfield. I have a reservation for this weekend, but I need to cancel it.
- W:** That's fine, sir. However, you should be aware that there is a 50% room rate fee for cancellations made with less than 48 hours' notice.
- M:** Oh? I didn't have to pay this last time.
- W:** We started this policy just last month. Since you're a longtime member of our loyalty program, we will refund you the full amount. However, next time, you will need to pay the fee.

Questions 4 – 6 refer to the following conversation.

- M:** Hello. I'd like to reserve a business-class seat from London to New York. I need to leave on the 10th and will be flying back on the 30th.
- W:** We have some seats available for the 10th. Unfortunately, all the flights on the 30th are fully booked.
- M:** That's unfortunate. What about the 1st?
- W:** There are a few seats left. I can book you for the first flight out.
- M:** Thanks. I also have a membership with your airline. Can I use those points to pay for part of the airfare?

Questions 7 – 9 refer to the following conversation.

- W:** Do you want to take the bus or the train to the hotel? The express bus is \$20, and the train costs \$18.
- M:** How often do they run? I'd like to get there as soon as possible. After traveling on business for so many days, I'm exhausted.
- W:** Well, the bus runs every twenty minutes, but there's only one train an hour.
- M:** Then we should catch the bus. Why don't I stay here while you go get the tickets?
- W:** But, according to the schedule, the train is coming in just five minutes. And we'll get there fifteen minutes quicker. Let's take that.

Questions 10 – 12 refer to the following conversation.

- W:** Do you have any baggage that you will be taking on the plane?
- M:** I only have this small suitcase. Do I have to weigh this as well?
- W:** Yes. Hmm... It seems your bag is overweight by 5 kilos. There's a penalty of \$50 for overweight bags.

- M:** I thought the weight limit was 23 kilos. I still have 3 kilos left.
- W:** That's only for checked bags. All carry-on bags have to weigh under 15 kilos.
- M:** Well, it only costs an extra \$25 to check a bag, right? Then why don't I do that? It's much cheaper.

Questions 13 – 15 refer to the following conversation.

- W:** Hi, Kent. Are those travel brochures you're browsing through? Are you thinking of going somewhere?
- M:** Yes, I am. I won last month's sales competition. The grand prize is an all-expenses-paid vacation.
- W:** Congratulations! I know you put in a lot of hours last month. All of your hard work obviously paid off.
- M:** Thank you. It was worth the effort. These pictures of Alaska look amazing. I'd better check the dates for that cruise.

Questions 16 – 18 refer to the following conversation.

- W:** Good afternoon, this is Debbie. How may I help you?
- M:** Hi, I'm interested in booking a tour for September. I was particularly interested in the restaurant tours in Italy.
- W:** Those are some of our most popular tours. We have a few different tours, depending on which area you'd like to visit. We even have one that offers a cooking demonstration.
- M:** That sounds like a lot of fun, but I'd better check out all the available packages before I make the reservation.

Questions 19 – 21 refer to the following conversation and the invoice.

- W:** Thank you for staying at the Rattleton Suites Hotel. Here's a copy of your bill.
- M:** Thank you... Oh, I believe you've made a mistake. I don't think the discount was applied to my bill. When I booked, it said that if you attend the Education Expo and reserve four nights, one night is free. Everything else looks correct.
- W:** Oh, I'm sorry about that. You're right. I'll process that right away. Our system malfunctioned last month, so it didn't apply some discounts.
- M:** That's OK. Also, could you tell me where I can catch the shuttle bus to the airport?
- W:** It's just outside the main doors here. A bus leaves every half hour. You can catch one in about ten minutes.

Part 4 Short Talks

Mini-Tests

A Office Announcements 1 📻 159-164

Questions 1 – 3 refer to the following announcement.

- W:** Attention, all staff. Due to a leak in the pipes in the kitchen, we will be unable to serve any meals in the company cafeteria for the next three days. We apologize for this inconvenience. Repairs will begin today at 2 p.m. As a result, there will be some noise disturbances during this time. We will do our best to minimize the disruption it causes to your work. During this time, anyone who eats at the Fisherman's Port Restaurant across the street will receive a 20% discount on their meals for these three days. We strongly suggest staff take advantage of this opportunity while it lasts.

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

- M:** Thank you for coming to today's weekly department meeting. I asked you all to come fifteen minutes early because we have so much to discuss. First, I would like to announce that we will have two new employees joining us next week. They will be working with us here in the finance department, as we have been extremely busy creating the budget. Another thing we need to discuss is the annual corporate picnic that is coming up in two months. The human resources department is in charge of it and will be coming to us frequently to check prices. I've created a sheet that lists our vendor prices and budget restrictions. Please refer to this when helping them. I will e-mail it to everyone after the meeting today.

Questions 7 – 9 refer to the following talk.

- W:** I'd like to remind everyone of our upcoming level 2 computer skills course. This class is open to all employees who completed the beginner's class offered last month. Classes are being offered at various educational institutions throughout the city. There is a list of locations on the board in the break room. The list is quite long. You will be introduced to intermediate e-mail and word processing functions. And remember, this is a required course for the Competency in Office Systems certificate. This certificate is needed to be considered for a management position in the company.

Questions 10 – 12 refer to the following announcement.

- M:** As most of you are aware, the parking lot will be closed for resurfacing beginning Friday, August 12th. Work was originally scheduled to be completed by the 19th. However, rain is forecasted for most of next week, so the new estimated completion date is August 24th. We strongly encourage everyone to use the city's bus and subway system. Staff who bring their tickets to the accounting office can get 40% of

the fare reimbursed, up to a maximum of \$5 a day. However, those who have to drive to the office may park in the street in front of the building. Please contact human resources to obtain a parking permit. Space is limited and will be given out on a first-come, first-served basis.

Questions 13 – 15 refer to the following talk and the schedule.

M: Welcome, everyone, to Shortman Financial. It's nice to see so many new faces joining our company. I'm Ronald Robinson, and I will be taking you around the building. The original tour guide will be taking my spot later this afternoon. He's in a meeting right now. So first, we will take a tour of the conference rooms. Some meetings are currently going on in those rooms, so I'd like to ask everyone to please be quiet while we walk around. Thank you for your cooperation.

Questions 16 – 18 refer to the following announcement and the floor plan.

W: Attention, all staff members. We would like to remind you that beginning tomorrow, all of the elevators will be serviced. We will begin with the one next to the lobby and work from there. This will continue for the next two weeks. We would also like to announce an initiative to get staff to be more active. Those who take the stairs will be rewarded with front-row tickets to the local symphony. Please ask Human Resources for more details.

B Office Announcements 2 📞 165-170

Questions 1 – 3 refer to the following talk.

M: Thanks for coming to today's workshop on the new SumUp 3.0 software. I know we were supposed to be in the other conference room, but it is being used for a client meeting. Now, in just a few minutes, I'll go over the basics of the software. Unfortunately, we have more here in attendance than we had originally expected, so I don't think we have enough laptops. We'll bring more after the lunch break. In the meantime, please share your laptop with the person next to you.

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

M: Before we conclude this management meeting today, I need to talk to you about changes that are being made to the paid leave policy. We originally allowed only two weeks of paid leave each year for all employees. While many found this fair, others said that it was too short and they felt stressed out the rest of the year. So we are going to try a new system. Staff will be able to take a one-week vacation three times a year. Sick days will be unlimited, as long as this doesn't interfere with their work. I know what you're thinking, but I have heard it actually improves efficiency. Let's try this and see how it goes.

Questions 7 – 9 refer to the following excerpt from a meeting.

W: Thank you for coming to today's meeting. I'd like to discuss a new advertising campaign for our store. Many people in the area still don't know us after our last radio commercial campaign. This time, I'd like to try something different. I was thinking of putting an ad on television instead. But I'm not sure how much it will cost us. While I work on the budget, I'd like you all to come up with an idea for a commercial by this Thursday. We need to start shooting it next month.

Questions 10 – 12 refer to the following excerpt from a meeting.

W: I'll make this meeting brief since I know everyone needs to start work for the day. I've been reviewing customer satisfaction surveys, and the scores are disappointing. The most common comment was that customers felt staff were cold and uninviting. I think it would be best if we worked on this. I want everyone to greet a customer each time they enter the store. Also, I think making friendly conversation with some customers might be a big help. Let's try this for a month and see how it goes.

Questions 13 – 15 refer to the following talk and the calendar.

M: Thank you all for meeting me on such short notice. I've been in touch with our supplier in Bangkok about the lenses of our sunglasses. They were having trouble locating more of product and have fallen behind schedule. They say they have only been delayed two days. So we will have to push back the launch date of our line by two days. Please call the store owners and let them know of this change. Please also look into what free gifts we can give away during the launching event.

Questions 16 – 18 refer to the following announcement and the phone directory.

W: Attention, all RightStep Shoes customers. As a result of recent health code changes, we have amended our return and exchange policy. Previously, we took back any shoes if they were returned within 30 days of purchase, as long as they had a receipt. However, from now on, we can only take back unworn shoes within fourteen days of the original purchase, with a receipt. We apologize for the inconvenience. If you have a problem or any questions, you can reach me at extension 653.

C Speeches/Lectures 📞 171-176

Questions 1 – 3 refer to the following announcement.

M: Good morning, ladies and gentlemen. Welcome to the Fifth Annual Computer Software Conference. I have a number of announcements to make before the opening ceremonies begin. First, I'm pleased to inform you that there will be several important product launches today by some major international software companies. These companies will hold special

demonstrations throughout the conference. Secondly, the workshop on computer security has been rescheduled for this afternoon, instead of this morning, due to a scheduling problem. Mrs. Sara Jones, a computer analyst at Green Software, will conduct the workshop. Finally, those who are attending this evening's special dinner downtown are asked to wait in the lobby by 8 p.m. for the free shuttle bus service.

Questions 4 – 6 refer to the following speech.

W: Welcome to the final celebration of this year's annual conference. As president, I am proud to say we've made some significant accomplishments during the past year. One of several notable achievements has been a 100% increase in profits this past quarter. As a way of rewarding you all for your hard work, we are presenting an evening of music and entertainment. First up is the award-winning band The Green Violets. It took some convincing to get them here tonight. Afterward we will hold a special ceremony recognizing our hardest workers. But for now, sit back, relax, and enjoy the show.

Questions 7 – 9 refer to the following instructions.

M: Now that we've talked about how to check people in and out, let's focus on other duties here at the library. You will all have to make sure books are put back in the right spot. If you are unsure, ask someone where it belongs. Trying to find a misplaced book takes up a lot of time. Also, be sure to monitor guests using the computers. While each user is allotted thirty minutes, they don't always keep track of time. So, while the manual says to check once an hour, I check on them whenever someone new gets on. It has helped reduce the number of complaints by guests about it.

Questions 10 – 12 refer to the following lecture.

W: Good morning and welcome to our creative writing seminar. Diamond Publishing has organized this activity because we are always on the lookout for talented writers with fresh ideas. I'm Cynthia Lawton, a writer here at Diamond Publishing. During our time together, we will help you turn your ideas into manuscripts that could become published books. We will start out with the basics of character and plot development before moving on to idea presentation. And by the end of this seminar, you will learn that it isn't the plot that impresses publishing editors, but your confidence when meeting them.

Questions 13 – 15 refer to the following talk and the price list.

M: Thank you for giving me the opportunity to meet with you all today. I would like to introduce our company's newest product, the AquaJug. Unlike other water bottles on the market, ours is made of unbreakable glass. It is hundreds of times sturdier than any bottle out there. And because it is made of glass, it is the healthiest for the body. It can withstand a wide range of temperatures with no problem. I have brought a price list of our products. Some of you mentioned your store display wasn't very big but you

didn't want the 100-milliliter ones, so I'm offering a special discount on the second smallest bottles. Take a look and let me know what you think.

Questions 16 – 18 refer to the following talk and the list.

W: Thank you for coming to the ceremony for the 10th Annual Education Awards. These awards are meant to recognize the excellence that is demonstrated by our staff. After the ceremony, we will be holding a small banquet in the awardees' honor. It will be held in conference room C just down the hall. In just a few moments, I will begin by announcing the award for excellence in science. But first, I'd like to take a minute to mention our sponsors who helped make tonight possible.

D Public Announcements ↪ 177-182

Questions 1 – 3 refer to the following announcement.

M: Good afternoon, shoppers. Thank you for shopping at Greenings Drugstore. We hope you find all of the health and beauty products you need. We strive to stock the widest variety of items in the area. As a bonus, we are pleased to announce our new Super Pharmacy Membership Club. You are strongly encouraged to sign up today and start earning valuable reward points. Points can be redeemed for almost anything in the store, including premium import cosmetics brands. However, this program cannot be used on medication. To become a member, simply visit the customer service counter. Our staff will be happy to sign you up.

Questions 4 – 6 refer to the following announcement.

W: Attention, passengers taking flight OZ23 bound for Munich. Due to a minor mechanical problem, this flight will be delayed. We apologize for the inconvenience. Rest assured airline mechanics are working to resolve this situation as soon as possible. We expect to have this issue resolved within the hour. Please remain close to the gate to avoid missing any important announcements regarding this situation. Customer service agents are available at the desk to answer any questions. Once again, please accept our sincerest apologies.

Questions 7 – 9 refer to the following announcement.

M: Attention, all departing passengers on New South Flight 425 bound for New York. Due to a late connecting flight, we will be delayed by approximately one hour and 45 minutes. Our new departure time is now scheduled for 8:45 p.m. Business class passengers will board at 8:15 p.m. Economy class will board beginning at 8:25 p.m. The gate will close ten minutes prior to departure. We do apologize for any inconvenience this may cause our passengers. We invite all passengers to visit the check-in desk at the gate for a free coffee and dessert voucher. Families with children can redeem it for juice and a snack instead. Thank you for flying New South Airlines.

Questions 10 – 12 refer to the following announcement.

W: Good evening, Hampton Aquarium visitors. In just a few minutes, we will begin our "Under the Sea" show. We are inviting everyone to come and enjoy the wonders of the deep blue sea. You will be able to see our divers perform with some of the fish and mammals in the tanks. You might even get a glimpse of a mermaid! Seats fill up quickly, so hurry over now. Since today is the first day of the show, we will be handing out special items for those who attend. The show will begin in five minutes in the Pacific Sea Tank, so head on over now!

Questions 13 – 15 refer to the following talk and the schedule.

W: Thank you for volunteering to come help out at this year's Maysfield Arts and Crafts Festival. With each year's festival attracting more and more people, we need more and more volunteers. We have several groups helping out at this event, and they are split into different sections. You will be helping with the cooking. When you report to the festival, please come one hour before your shift starts. This is to give you time to prepare for your shift. All recipes will be given to you the day before so that you can familiarize yourself with them. If you have any questions about what you should be doing, ask your team leader or me.

Questions 16 – 18 refer to the following announcement and the floor plan.

M: Attention, all shoppers. A small black and red purse was brought to the lost-and-found about 20 minutes ago. It was found near the bathroom on the 4th floor. To retrieve this bag, please come to the lost-and-found office located next to customer service. The owner must prove that the bag belongs to them by giving a complete description of it. The bag, if not claimed, will be kept for one week before being donated to a city homeless shelter. Please check your belongings and come retrieve your bag immediately. Thank you.

E Telephone Messages 📞 183-188

Questions 1 – 3 refer to the following telephone message.

W: Hello, you've reached the after-hours answering service for Dr. Stella Fitzroy. Dr. Fitzroy's regular office hours are Monday through Friday, 8 a.m. to 4 p.m. If you require immediate medical attention, please hang up and proceed to Pinehurst Hospital. They are open 24 hours a day, 7 days a week. All non-emergency questions will be answered the following business day. If you are calling to reschedule an appointment, there's no need to wait. Go to our website at www.fitzroymedical.com and register the change on our website. Thank you for calling, and have a great day.

Questions 4 – 6 refer to the following telephone message.

M: Thank you for calling Cinerama, your one-stop service for booking movie tickets. For English service, press 1, and for French, press 2. All calls will be answered in the order they are received. To expedite your order, have the name of the movie you are interested in and your credit card ready. Be advised that there is a handling charge of \$1.00 for each order. Customers are responsible for picking up their tickets 15 minutes prior to show time. All movie tickets are non-refundable, and there are no exceptions. To repeat this message, press 0. Thank you for calling Cinerama, and have a nice day.

Questions 7 – 9 refer to the following telephone message.

M: Hello, this is Stanley Horton from Hunter's Auto. You brought your car in yesterday for a broken taillight. I fixed it, but while I was installing it, I noticed some problems with your engine. One of the electrical wires is snapped, and it will take a bit longer to fix. Our electrical mechanic is out this afternoon and won't be in until tomorrow. If you can wait, I will fix it for you. But it will raise the cost of repairs a bit. Please call me back so we can discuss this. I'll be available all evening.

Questions 10 – 12 refer to the following telephone message.

M: Hi, this is Suzuki Hito from Hofstrat Textiles. We received your application for the position of accountant at our firm. We looked over your application, but it seems you didn't attach your college transcript. We will need that sent to us. Also, we usually require candidates to provide three letters of recommendation. I'm sorry for the late request, but if you could send us those letters as well as the transcript by this Friday, I would greatly appreciate it. We'll let you know if you have been chosen for an interview next Tuesday.

Questions 13 – 15 refer to the following telephone message and the invoice.

W: Good afternoon. This message is for the marketing manager at True Vision Computers, Paula Symonds. Ms. Symonds, this is Jean Patrick calling from the reservations office at the Sea View Resort. I'm contacting you to confirm your reservation for 10 a.m. on October 1st. Also, you told us the number of people coming initially, but we need to confirm that number again now. It is needed to prepare the room and seminar facilities. Oh, and we added the discount to your invoice according to how many months in advance you book. It's 5% off for every month. Please return my call at your earliest convenience. My extension is 99. Thank you.

Questions 16 – 18 refer to the following telephone message and the listings.

M: Hi, Morgan. This is Trevor Baxter from Good Place Real Estate. I was looking over some of the places you mentioned you were interested in, and while some are good, some are not. I found out the one on Hampton Drive isn't suitable for a florist business such as yours. You mentioned you wanted a place that was busy but somewhat quiet. This area is quite noisy due to its proximity to the train station. But one of the properties gets lots of natural light through its many windows and has a great central location. I suggest making a contract there. I'll send you the details of the contract this afternoon.

F Advertisements 📞 189-194

Questions 1 – 3 refer to the following advertisement.

W: Have a special family event coming up and not sure how to plan for it? Then you need Daphne Catering Services. We specialize in catering for smaller events in intimate settings. We have been providing our services to the area for more than twenty years. We make each and every event a special experience. You can find a list of our menu and prices on our website at www.daphnecatering.com. And when you book your event, say you learned about us from this advertisement and get 10% off!

Questions 4 – 6 refer to the following advertisement.

M: Are you looking to lead a more active life? Let FitLife help get you started! For this week only, get up to 30% off golf clubs, tennis rackets, soccer balls, and more. Those who purchase over \$50 worth of merchandise will be entered into a draw for free lessons in the sport of their choice. You won't want to miss this. So hurry and see what you're missing!

Questions 7 – 9 refer to the following advertisement.

M: At Santorini, we have a tradition of providing customers with the most authentic Greek food. With recipes passed down from generation to generation, we make these dishes just the way our grandmothers made them. It's no wonder we have received the Excellence in Cuisine award for five years in a row. And to celebrate the new addition of Chef Anatoli Petros, star of the Cook Channel's newest cooking show, we are offering a special promotion. All of the chef's specially designed dishes are 20% off for this month only. So come in and experience authentic and superior Greek cuisine.

Questions 10 – 12 refer to the following advertisement.

W: Are you a small business trying to transition into a mid-sized company but having trouble keeping track of all your expenses? With TrackMaster Lite, we make it easy for everyone to figure out their bottom line. And we are offering this product free for thirty days. Afterward, upgrade to the professional version, and you will get added features, such as payment

schedules, reminders, customized vendor lists, and more. Call us now at 5912-0133 to talk to one of our representatives, who will be more than happy to go over how the TrackMaster can help you.

Questions 13 – 15 refer to the following advertisement and the price list.

M: Do you love reading about cars? Want to know about the latest model before it hits the road? Then *Hot Rods Today* is the magazine for you. And for a limited time only, we are offering a tremendous deal. We are offering half off all of our subscription options. This offer will only be valid for a limited time and can only be redeemed by phone. So call in today to make sure you don't miss this discount. And for anyone who calls in during this promotional period, we will also be giving away a free deluxe beach towel to use during this coming summer vacation.

Questions 16 – 18 refer to the following advertisement and the package list.

M: The Forte Vento Hotel is going to give you wonderful vacation memories this summer. With a promotion on rooms and activities, we're sure to provide you the best deal and experience in the area. All of our packages come with tickets to a local water park, so you'll never be bored. But our biggest promotion is perfect for the family. Stay for at least four nights and get the fourth night free. This package also comes with a free car rental upgrade. Space is filling up fast, so call now to ensure that you and your family will have a wonderful vacation.

G Broadcasts 📞 195-200

Questions 1 – 3 refer to the following broadcast.

W: This is Sharae Thompson on Radio WDB with the health news report. A new study done in the area has shown that obesity levels have risen drastically within the last ten years. City officials are hoping to combat this by introducing new exercise facilities throughout the city. Three new swimming pools were opened just last week, as well as an indoor walking track. The mayor, George Zadane, hopes this encourages residents to move more and get fit. Next week, the mayor also plans on introducing a soda and snack food tax to discourage unhealthy eating. Right after the weather forecast, I will be interviewing the mayor himself on his action plan to get the city healthy again.

Questions 4 – 6 refer to the following broadcast.

M: This is Paul Jackson at Radio KWL, the city's number-one music and talk show station. Before we begin our review of the latest novel released just this week by Pierce Horne, *Where I Lay*, let's talk about the weather for this weekend. We're expecting cloudy but warm weather on Saturday, perfect for a day out at the Classic Concert series in the park. While it won't be sunny, it will be very hot and humid, so officials ask

attendees to take precautions—stay in cool areas when possible, and drink lots of water. And on Sunday, we're expecting a small storm to come through the area during the late morning. That's the weather for now.

Questions 7 – 9 refer to the following broadcast.

M: Welcome back to FinanceTalk on Radio WOKL. Tonight in our studio we have the popular TV host and author of the new personal finance book *Automated Savings*, Bradley Hucksley. Today he has come by to discuss his method of saving without even thinking about it. He has helped millions of people save lots of money. During our show, we will be asking callers from the community to share their tips and tricks for saving money easily. The number is 555-0124. Don't be shy.

Questions 10 – 12 refer to the following broadcast.

W: This is Jillian Edwards with the nightly news. This week, two of the country's largest airlines have announced plans to merge into a unified entity. Profits for Helena Airlines dropped after their competitor Loftie Airlines slashed prices on more than twenty of their routes. Gordon Ascott, chief of Helena Airlines, said that the move would benefit both companies. And it will also allow Helena Airlines to keep all of their staff. So many members of the board are praising the merger. Helena Airlines said they will finalize the merger later this year.

Questions 13 – 15 refer to the following broadcast and the schedule.

W: Thanks for listening to Radio KCW. This is Vanessa Lawrence at the 10th Annual Jorge's Day Race. It's one of the most popular events in this town. It's a charity event put on by the St. Jorge's Hospital. The proceeds from this event go toward helping those who cannot afford health treatment. I will be handing out the awards during the event. If you're unable to join us but would like to donate, please visit our website and do so. There's no need to be a member of our site for this. I hope to see all of you down here today.

Questions 16 – 18 refer to the following broadcast and the map.

M: This is WNXJ Radio, and here is the weather update. Last night's storm has caused a lot of damage throughout the city. Traffic lights are still out on the corner of Broad Street and Rose Road. They have been out all night, and city crews have been working all day to fix them. City officials say they will be functional in time for the evening commute. They also say that there will be no problems for the music festival on Broad Street tomorrow. So they would like everyone to come out and enjoy it. I'll be back in a minute with the latest local news.

H Tours and Trips 📍 201-206

Questions 1 – 3 refer to the following talk.

M: OK, everyone, we are now approaching the Horndale Museum of Art. We will be here for about two hours before moving on to Gladstone Park. There's a lot to see here, but for anyone who finishes early, I recommend stopping by the shops next door to the museum. They make some of the best popcorn around. You should definitely pick up a bag. I want everyone to be here on the bus by 3 o'clock. Please keep track of time as we are on a very tight schedule.

Questions 4 – 6 refer to the following talk.

W: Attention, everyone. I know we were planning on going to the Kingsport Waterfalls today, but due to an unexpected storm in the area, that trip has been canceled. I apologize for that. However, I'm pleased to announce that we were able to get tickets for a tour of Kingsport Castle. We're lucky, because tickets have been sold out for months. So we're heading there now instead. We will spend about two hours there, and then we'll go to downtown Kingsport for some lunch. After that, we will visit what Kingsport is most famous for—its harbor. This town has one of the best markets on the coast, so you won't want to miss that.

Questions 7 – 9 refer to the following talk.

M: Thank you for attending this tour of the factory today. As you will see on this tour, this facility is the largest of our four plants. Once we officially begin production, we will also have the largest output. I would like to remind everyone that we take sanitation very seriously, so make sure you wear the hair nets and shoe covers provided to you. Also, we had originally planned to go to the bottling room, but the machines are currently being sterilized, so we will go to the laboratory instead. And before we begin, I'd like to give a warm welcome to the Sterling Foundation, whose members are here today. Without their financial support, we wouldn't have been able to have this fourth facility.

Questions 10 – 12 refer to the following talk.

W: Good morning, everyone, and thank you for coming. I hope everyone enjoyed the tour of the facilities you had this morning. For the next few hours, we will be completing some bonding exercises. Here at Kohls Chemical, we want to do something a bit different by having our new employees bond in a different kind of way. You will be separated into three groups, each with a different task. You will be performing some cleanup activity for the grounds here. I will give out some gloves and shovels in just a moment. This exercise is to help employees feel a special relationship with the building they share with each other.

Questions 13 – 15 refer to the following talk and the map.

M: Hello and welcome to the Everwood Botanical Gardens. I'm Henry, and I'll be your guide. You have come on a great day as today is the first day when every flower is in bloom. So I can't wait to show you all of them. During the tour, I will have to ask you to stay on the path and not to touch any of the plants. Many of them are fragile. But feel free to take as many pictures as you want. Our tour is in a loop, and we will end at the gift shop, which has beautiful photos of many of the flowers you'll see today. I recommend you stop by and take a look. Let's make our way now to the first stop, where we will see a bunch of fruits.

Questions 16 – 18 refer to the following talk and the map.

W: Thank you for coming to the Denver Museum of History. We have a lot to show your class today. We have a wonderful exhibit that you don't get to see in school. We currently are displaying some beautiful jewelry and robes worn by European princes and princesses. This exhibit will only be here for a few more weeks before it goes back to Europe. The exhibit was put up especially with local groups like yours in mind. It's in the gallery next to the entrance, but it might be best to see it on your way out. Also, make sure to check out our evening programs in case you want to come back with your families. Enjoy your day!

Chapter 4 Practice Test 🔄 207

Listening Test

Part 1

1. (A) There is a clock on the wall.
(B) There are books on the table.
(C) There are pillows on the sofa.
(D) There is a lamp by the window.
 2. (A) The woman has peeled a banana to eat.
(B) The woman has placed the bananas on the scale.
(C) The woman is putting the bananas in her basket.
(D) The woman is putting the bananas back on the shelf.
 3. (A) A woman is drinking coffee.
(B) A waitress is carrying a tray.
(C) A waiter is taking someone's order.
(D) A man is looking at a menu.
 4. (A) A man is ordering some bread.
(B) A woman is taking some bread out of an oven.
(C) Some baskets are sitting on a counter.
(D) Some glasses are being wiped down.
 5. (A) The men are having a heated argument.
(B) The men are making changes to a document.
(C) The men are reviewing blueprints.
(D) The men are putting on helmets.
 6. (A) The people are loading items into a truck.
(B) The people are packing a cardboard box.
(C) The people are taking boxes into an apartment.
(D) The people are leaving work for the evening.
- Part 2**
7. What's the fastest way to get downtown?
(A) About twenty minutes.
(B) Probably by taxi.
(C) It's a nice town.
 8. Is the staff meeting postponed again?
(A) Yes, as far as I know.
(B) He'll be here soon.
(C) No, that's not mine.
 9. The talk this afternoon was very informative, wasn't it?
(A) No, I was too late.
(B) Yes, it really was.
(C) OK, I'll let you know.
 10. We were wondering if you would like to come for a visit on Saturday.
(A) Sorry, I'm busy today.
(B) Sure. Thanks for the invite.
(C) That's too bad for you.
 11. Why are you moving to our office in Tokyo?
(A) It opened last year.
(B) I've always wanted to see Japan.
(C) Sometime in June.
 12. When do you think the new plant will begin operation?
(A) Sometime this spring, I hear.
(B) The plants are growing fast.
(C) They'll make phones there.
 13. Is smoking permitted by the front door?
(A) No, only at the back.
(B) I just put one out.
(C) The fire drill is next week.
 14. Would you like to go to the trade show next month?
(A) I've never seen that TV show.
(B) No, I'll just give it to you.
(C) I'm pretty busy that whole month.
 15. Does anyone happen to know what time the opening ceremonies are?
(A) He'll open the door for you.
(B) Check at the registration desk.
(C) It will take a long time.
 16. Are we too late for the keynote address?
(A) Our office is on Main Street.
(B) You're just in time for it.
(C) You can get one over there.
 17. Have you finished writing that module for the workshop?
(A) At 2 o'clock.
(B) It's right here.
(C) Sam is our new model.

- 18.** He's wondering when the hiring decision will be made.
 (A) It could be as early as next week.
 (B) We have all heard the good news.
 (C) I hear he's arriving this evening.
- 19.** What is the purpose of tomorrow's meeting?
 (A) They'll probably be late on Tuesday.
 (B) Let's meet for coffee at 9 a.m.
 (C) I have absolutely no idea.
- 20.** Where do we keep the photographs we haven't used yet?
 (A) For two years.
 (B) I've never seen this photo before.
 (C) On the company server.
- 21.** We're holding the presentation in conference room 302.
 (A) I can help you hold that.
 (B) Oh? When did that change?
 (C) The last one.
- 22.** How do I get to the conference center from the hotel?
 (A) Let's check the map.
 (B) Around 9 o'clock.
 (C) The hotel lobby.
- 23.** Didn't you say Ms. Perez would be out for the rest of the week?
 (A) He's out of the office right now.
 (B) Yes, but an important meeting came up.
 (C) I should be available next week.
- 24.** Isn't it nice to have some extra help during the summer vacations?
 (A) Yes, it has made things a lot easier.
 (B) No, my vacation is next month.
 (C) It was really hot this summer.
- 25.** We're really nervous about the sales presentation.
 (A) You'll do just fine, I'm sure.
 (B) That's a well-known fact.
 (C) I like your first idea best.
- 26.** Did they read the instructions before they started?
 (A) They won't be on time.
 (B) I think they're tired.
 (C) It doesn't seem so.
- 27.** Were they able to make their flight?
 (A) It starts at 8:00.
 (B) It was canceled.
 (C) They took their luggage.
- 28.** You two did purchase travel insurance, right?
 (A) It slipped our minds.
 (B) We'll go next time.
 (C) I often travel.
- 29.** Is there a delivery charge as well?
 (A) It's all-inclusive.
 (B) That is really cheap.
 (C) It will arrive tomorrow.

- 30.** How many people are expected at the seminar?
 (A) There were twenty-five people there.
 (B) I don't think they are coming.
 (C) I believe more than seventy-five.

- 31.** Do you need to return her phone call?
 (A) He didn't return my book.
 (B) No, she will call back later.
 (C) Really? I need a new phone.

Part 3

32 – 34

- W:** What time are you leaving for the conference? I thought we could share a taxi to the airport.
- M:** I'd love to, but I'm driving. I have a meeting nearby the next day. It's too bad you already booked a flight, or you could just ride with me.
- W:** I could cancel my flight. I think there might be some time.
- M:** You could, but you'd have to pay a penalty since it's so close to the trip. I would just fly if I were you. Besides, one of us needs to get there early to start setting up.

35 – 37

- M:** Are you going to be in the office tomorrow morning? You have a meeting tomorrow all morning, right? I have a doctor's appointment at 10:00 and can't come in.
- W:** I did, but the client just canceled. So I'll be here from 9 a.m. I'll handle any calls that come in for you.
- M:** I do appreciate that. John MacLeod, the architect, should be calling tomorrow around 11:00 about the final building plans. We need to have them finalized by the end of the week.
- W:** Sure thing. I'll tell him to e-mail them to you so you can review it when you get back. Let me know if you need me to do anything else.

38 – 40

- W1:** So, Denise, Jamar, what do you think of this apartment?
- W2:** It's great, Lara. I really like the view we have of the river. And the apartment seems very spacious. What do you think, Jamar?
- M:** I agree. But I'm worried about the amenities. It seems awfully far from our current health club. And I don't think I could give that up.
- W1:** This complex has its own health club and swimming pool. It's all located in the basement of the main building. I'll show you on our way out.
- W2:** Great! And it seems they have parking here, too.
- W1:** Yes, but do remember, you are only allowed one vehicle per apartment. Parking here is quite limited. But with such close access to public transportation, it shouldn't be too much of a problem.

41 – 43

M1: All right, Mark, Lisa, first thing we need to talk about at today's meeting is our marketing of the new sports drink. We haven't seen much interest in it lately. What do you think we can do?

W: What about approaching local schools and their sports teams? We could visit games and give away free drinks to the players and spectators. That could help get people interested in our drinks.

M1: That's a great idea. Mark, could you look up and make a list of local sports games in the area?

M2: Sure. Actually, I used to volunteer to work at these local leagues. I'll give a call to some of the coaches I know later today.

W: Maybe we could also ask management about sponsoring one of these teams. I'll draw up a sample budget and see if it is feasible.

44 – 46

W: Hi, I'm calling about my car. My name is Janice Moore. Is it ready to be picked up?

M: Oh, you dropped it off Monday, right? I'm still waiting for a part from the supplier. I'll call them today to find out when I can expect it.

W: But I have an out-of-town meeting next Thursday.

M: It should be done before that. I'll call you as soon as we get the part to let you know the repair schedule.

W: Thank you. I appreciate it.

47 – 49

M: Kelly, have you finished designing the invitations for our client's wedding? She asked that they be ready by Thursday.

W: I have them right here! I got them from the printer this morning.

M: Fantastic! Let me see... Hmm... This seems a lot bigger than what they requested. I think they wanted them a centimeter shorter.

W: Oh, you're right! I must've given the wrong measurements. I'll talk to the printer this afternoon and get them reprinted. But because of the tight deadline, we might have to pay extra for priority printing and shipping.

50 – 52

M: Good afternoon, Galaxy Hotel. How may I help you today?

W: Hi. I would like to book a number of guest rooms for next Thursday and Friday—twelve doubles, to be exact, preferably on the same floor.

M: Oh, unfortunately, we have a conference that begins that Friday. Many of the other hotels in the area are going to be quite full as well. Let me recommend another hotel that might be able to accommodate you.

W: That would be very helpful. Thanks a lot!

53 – 55

W: Excuse me. I'm about to leave and need to pay for parking. Where do I pay?

M: You can pay for it right here. I'll need your parking slip. It's the one you received when you came into the lot.

W: I don't have one of those. Where do you get them?

M: You have to go to the machine here and enter your spot number. It will give you a slip that you'll need for when you pay. If you don't have the slip, you have to pay the maximum fee of \$75.

W: Oh, dear. I didn't know that. Well, do you take cards? I left all my cash at home.

56 – 58

W: Now, Jonas, your résumé interested us. You majored in chemistry, which will be helpful here at our company. But we usually want someone with experience.

M: Actually, I'm currently interning at another biotech company.

W: That's great. Could you tell me a little bit more about what you do there?

M: I work in the lab and help run tests for our company's line of skincare.

W: That's perfect. Familiarity with skincare products would be useful in a company such as ourselves.

M: The program will end next month. That's why I applied for this job.

W: OK. Well, we will contact you soon about the second interview. Our whole interview period has shifted a week later than we had planned due to unexpected maintenance of our roof.

59 – 61

M: Mrs. Boyle, I need to take some time off from work. I really need to see the dentist.

W: That's fine, Ted. When you know the dates for sure, just inform Amy. By the way, management just released a notice that, instead of using your vacation time, you can come in early or stay late.

M: Oh, that's great. I've been trying to save my vacation time for a big trip I plan to take after this project is over.

W: Oh, that's right. That'll be perfect for you then. Just make sure you tell your manager in advance about it.

62 – 64

W: Excuse me, I have a meeting with Mr. Holt today. Could you tell me where room 102 is?

M: It's over that way, but he is in the middle of another meeting. What time is your meeting with him?

W: It's at 3:00, but I came a little bit earlier since I wanted to talk to him about something else.

M: Oh, I see. He'll be finished in just a few minutes. I'll tell him you're waiting for him. You can wait in one of the three rooms. Oh, wait... Actually, some of those are in use, too. The one next to the vending machines should be free.

65 – 67

- W:** Excuse me, I'm looking for your refrigerators. All I seem to find are your TVs and audio equipment.
- M:** Oh, you haven't gone up far enough. You'll have to go up another floor. By the way, we're having a special offer on our warranty service. We are offering free repairs on any model for the next fifteen years.
- W:** That's a great deal. I purchased mine just five years ago and it has already broken down several times.
- M:** Have you contacted the manufacturer about that? They should be able to repair it for free.
- W:** I have, but I'd rather get a new one. Thank you, though.

68 – 70

- W:** It's almost time for the meeting. You're explaining the new employee evaluations, right?
- M:** Yeah, and I'm a little nervous. I haven't given many presentations.
- W:** You'll be fine. It's only for five or six people.
- M:** Hey, do you know where the projector is? It's not in the meeting room or the storage room.
- W:** Someone in accounting borrowed it. Do you need it for your presentation?
- M:** Yeah, it's a slide show.
- W:** Well, you can set it up during the break. I'm sure accounting will be done with it by then.

Part 4

71 – 73

- M:** Good afternoon, ladies and gentlemen, and welcome to the 7:35 service to Denver, with stops at Colorado Springs, Durango, and Boulder. Please accept our apologies for running late this evening. We are currently fifteen minutes behind schedule due to a wheel problem. The problem has been rectified, and we are confident that we will arrive in Denver on schedule. Toward the back of the train, in Car 13, you will find a snack bar serving coffee, tea, and light snacks. There's also our quiet zone in Car 14. Here you can have a quiet conversation or listen to music quietly through your headphones as long as you respect other people's relaxing time.

74 – 76

- M:** Good morning, Law Society members and guests. Welcome to the 75th Annual Law Society Conference. It is a pleasure to see so many of you here. Beginning in fifteen minutes, at 9:15 a.m., we'll hear from Justice John Stern, our society president. At approximately 10:30 a.m., we'll break for light refreshments in the exhibitors' area. Take the escalator you see behind me down to the next floor for that. Lunch will begin at 12:00. You are on your own for lunch. You can try the hotel restaurant, which serves a very nice buffet. Sessions will convene again at 1:30 p.m. A copy of the schedule is in your registration package.

77 – 79

- W:** Good afternoon, everyone. In this session, I will discuss the ins and outs of successful medical record-keeping. Accuracy in record-keeping is essential. Patients sometimes complain about the treatment they have received and don't know why they received it. So, accurate patient records ensure that the doctor can review the case and explain why a particular treatment was thought to have been necessary. All records must include the nurse's name, the time, and a date stamp. Complete the record in black ink only. Any errors are to be crossed out with a single line. At the end of your shift, deposit all records in this box, which will be kept at the nurse's station.

80 – 82

- M:** Attention, all departing passengers on New South Flight 425 bound for New York. Due to a late connecting flight, we will be delayed by approximately 1 hour and 45 minutes. Departure is now scheduled for 8:45 p.m. Business class passengers will board at 8:15 p.m. Economy class will board beginning at 8:25 p.m. The gate will close 10 minutes prior to departure. We do apologize for any inconvenience this may cause our passengers. Please visit the departure gate information desk and speak with our personnel if you feel you may have problems making a connecting flight in New York.

83 – 85

- W:** You have reached Crown Suites. All of our representatives are currently assisting other callers. You can make your room reservation online at www.crownsuites.com. For questions regarding billing, please press 1. For questions regarding holding an event here, press 2. To reach our front desk and lost-and-found department, press 3. If you'd like to speak with a manager, please press the star key. If you wait until the end of the message, we will connect you with the next available staff member to handle your reservation. Calls will be answered in the order they are received, so please wait on the line.

86 – 88

- M:** OK, everyone. Since today is the start of the summer sale, many of our customers will be redeeming their gift cards when making purchases. And since the cards often are worth less than the bill, I'd like to explain how to split the payment. After logging onto your register and ringing up the items, press "total." Then press "gift card" first and swipe the card. The register will read the amount on the card and deduct it from the total. The customer may pay the balance with another payment type. This is pretty easy, but if you have problems, I'll be in my office.

89 – 91

- W:** Good evening, this is Janice Yip on Radio 94.3. Today I will be discussing a book I read over the past week that I think you would love to hear about. It's called *Working Toward Happiness*. It was written by Dr.

Katherine Bellevue, an expert in career management and personal spending. The author believes people's finances are strongly correlated to how happy they are at work. Dr. Bellevue will be giving a lecture next weekend at the community college on this as well. Seats are going quickly! Now, let's take a look at the first chapter.

92 – 94

M: Attention, all staff. We will be performing our annual cleaning of the heating and cooling system for the entire building. Therefore, we will be turning the system off for the next few days. Some people might be uncomfortable, but the weather has been pretty mild lately. We will also be opening many windows throughout the building to help circulate air. We ask that staff refrain from closing them during this time. If you have any problems, please see the engineering department manager.

95 – 97

W: Hi Marcia, this is Jun-hee calling from the Rhythmic Sensations Dance Studio. I'm calling to let you know that there has been a change to the schedule. The 6 o'clock class you registered for didn't have enough registrants, so it had to be canceled. The same class is offered at 8 o'clock on Wednesdays and Thursdays. If you'd like to register for it, go on to our website and submit a class change form. The front desk will contact you the following day to confirm it. I apologize for this.

98 – 100

W: I would like to welcome all of you to your first day of internship at our library. As you can see, the library is contained on one level and is 100% accessible to anyone with special needs. At the front of the facility, we have two rooms for children and young adult books. If you go straight ahead, you'll see the information desk, where you can always find help when locating a book. Now, to the right of that, you'll find the best place to study in the library. This is our computer and study lab. Tell visitors who want to use it to speak to the information desk. But please note that we have free Wi-Fi throughout the building.