

**A self-taught course
to achieve
NEW TOEIC
700**

Answer Key & Scripts

Actual Test 01

p.29

● Answer Key

PART 1

1 (D) 2 (B) 3 (B) 4 (B) 5 (D)
6 (C)

PART 2

7 (B) 8 (C) 9 (A) 10 (B) 11 (C)
12 (A) 13 (C) 14 (B) 15 (A) 16 (C)
17 (C) 18 (B) 19 (A) 20 (B) 21 (B)
22 (A) 23 (A) 24 (C) 25 (B) 26 (A)
27 (C) 28 (C) 29 (A) 30 (B) 31 (A)

PART 3

32 (A) 33 (B) 34 (A) 35 (D) 36 (A)
37 (B) 38 (D) 39 (B) 40 (B) 41 (A)
42 (D) 43 (C) 44 (B) 45 (C) 46 (A)
47 (A) 48 (B) 49 (D) 50 (B) 51 (C)
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PART 4

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PART 5

101 (B) 102 (D) 103 (C) 104 (B) 105 (C)
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PART 6

131 (B) 132 (B) 133 (C) 134 (D) 135 (D)
136 (C) 137 (D) 138 (A) 139 (D) 140 (B)
141 (B) 142 (A) 143 (D) 144 (D) 145 (A)
146 (B)

PART 7

147 (D) 148 (B) 149 (B) 150 (D) 151 (A)
152 (C) 153 (B) 154 (B) 155 (C) 156 (B)
157 (A) 158 (C) 159 (C) 160 (B) 161 (B)
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● PART 1

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- 1 (A) A lecture is being given in a boardroom.
(B) The woman has gotten up from the chair.
(C) A diagram is being drawn on the board by the woman.
(D) Some documents have been placed on the table.
- 2 (A) Several passengers are getting off the train.
(B) The subway has arrived at the station.
(C) Tickets are being sold to passengers.
(D) There are no seats available in any of the cars.
- 3 (A) Customers are trying on some new shirts in the store.
(B) A large number of shirts are being displayed on hangers.
(C) The clothes are currently on sale for low prices.
(D) A picture is hanging from the wall above the clothes.
- 4 (A) Several participants in the meeting appear to be bored.
(B) All of the chairs have been pushed under the table.
(C) A computer has been placed in the center of the table.
(D) The decision to hold the meeting has been tabled.
- 5 (A) There are several sheep in the field.
(B) One of the ships is sailing beneath the bridge.
(C) People are getting on board the ship.
(D) Pedestrians are walking alongside the waterway.
- 6 (A) The seated people are all facing the same direction.
(B) The outdoor dining area at the café is completely full.
(C) One man is walking in front of the seated individuals.
(D) Waiters are bringing plates of food to the diners.

● PART 2

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- 7 How much longer do you need on this project?
(A) About ten pages long.
(B) Roughly half an hour.
(C) In my office soon.

- 8 Why hasn't anyone responded to that complaint?
 (A) That's the response she gave us.
 (B) Yes, it looks a bit plain to me.
 (C) I thought Ted already handled it.
- 9 Do you want me to see if the item is still in stock?
 (A) I would appreciate that a lot.
 (B) I don't have stock in that company.
 (C) This is the item that I purchased.
- 10 The picnic has been postponed until next week, hasn't it?
 (A) Sometime last Friday.
 (B) That's what I heard.
 (C) I'm going to the picnic.
- 11 You'd better be on your best behavior at the meeting.
 (A) He's behaving properly.
 (B) That's the best product.
 (C) I promise to do that.
- 12 Nobody can remember Ms. Carlyle's phone number, right?
 (A) You should ask Jane for it.
 (B) She called a while ago.
 (C) No, I'm not on the phone.
- 13 Where is the nearest gas station in this neighborhood?
 (A) I'll fill up the car later today.
 (B) We're in the Coldwater neighborhood.
 (C) There's one right down the street.
- 14 What time should we expect Ms. Carter to arrive?
 (A) On Monday or Tuesday.
 (B) Sometime after six.
 (C) Around forty minutes ago.
- 15 I believe you ought to see a doctor about that cough.
 (A) That's what my husband said.
 (B) He's been coughing all day.
 (C) No, I don't want any coffee.
- 16 Who should we send on the business trip to Tokyo?
 (A) About two weeks from now.
 (B) To negotiate a new contract.
 (C) How about Mark or Anna?
- 17 Can you give me directions to the Wishbone Café?
 (A) Yes, this is the map you asked for.
 (B) You'll love the selection of teas there.
 (C) Sorry, but I've never heard of it.
- 18 Which of these three proposals are we thinking of accepting?
 (A) Yes, there are three of them.
 (B) Probably the second one.
 (C) We will accept the offer tomorrow.
- 19 Will Martin conduct the interviews, or is John doing them?
 (A) Actually, Peter will be doing them.
 (B) Martin and John are coworkers.
 (C) Yes, that's correct.
- 20 There appears to be a problem with your car's engine.
 (A) Thanks for fixing it for me.
 (B) What exactly is wrong with it?
 (C) How much do I owe you for it?
- 21 I can't recall where Ms. Hamilton's office is located.
 (A) She's in Mr. Wilkin's office now.
 (B) It's in the building by the Sultan Theater.
 (C) No, I haven't located her yet.
- 22 The agenda for the staff meeting is already settled, isn't it?
 (A) Not to the best of my knowledge.
 (B) Yes, Jeff is a member of the staff here.
 (C) I settled the problem this morning.
- 23 How often does the subway come to this station?
 (A) Five or six times an hour.
 (B) On the number three line.
 (C) Go out exit number nine.
- 24 Would you prefer taking the train or flying to the conference?
 (A) Yes, that's a good idea.
 (B) We flew there last week.
 (C) Either is fine with me.
- 25 Did you remember to turn off the lights before you left?
 (A) Yes, I remember what they look like.
 (B) Oh, no. I totally forgot.
 (C) No, I haven't left the office yet.
- 26 The interviews won't begin until this Friday, will they?
 (A) I believe that's correct.
 (B) Fred's going to interview then.
 (C) Friday's a busy day for her.
- 27 Would you mind picking up a sandwich from the deli for me?
 (A) They are delighted to see you.
 (B) Sure, I can share my lunch with you.
 (C) Not at all. What would you like?
- 28 I suggest calling the customer service hotline immediately.
 (A) Yes, you can borrow my telephone.
 (B) I'm expecting to get good service.
 (C) Do you know the telephone number?
- 29 What do I need to do to open a new bank account here?
 (A) I need two forms of picture ID.
 (B) Fill out this form to withdraw money.
 (C) At the First National Bank branch.
- 30 Shouldn't we reserve a car for our trip to Los Angeles?
 (A) No, I haven't reserved a car yet.
 (B) We could just take public transportation.
 (C) On the morning of the thirtieth.

- 31 We need to get in touch with the caterer regarding the event.
- (A) I'll instruct Ms. Johnson to do that.
 - (B) Please be sure not to touch it.
 - (C) I catered several meals in the past.

● PART 3

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[32–34]

- W Hello, Mr. Sanders. This is Julie Maple calling. I contacted you by e-mail this morning about a condo I'd like to look at. Do you have time to show me the place today?
- M I sure do, Ms. Maple. You mentioned you'd prefer to check it out around 3:30. Is that time still satisfactory for you?
- W Oh, no, it isn't. I've got a meeting scheduled at 4:00, so I'd like to see the place around 2:00 instead. That should give me plenty of time to check out the property.
- M Fortunately, I've got time then, so I can comply with your request. Why don't we meet at 52 Jackson Avenue at that time?

[35–37]

- M I'm pleased we finally completed the interviews with the job candidates. I had no idea they were going to take nearly the entire day.
- W I know what you mean. I was on the intern search committee last year, and the interviews only required about half the time that this year's did. So which of the applicants did you like the most? I thought Sarah Carpenter was impressive and believe we should strongly consider her for a position.
- M She's definitely one of the leading candidates in my mind. We'll have to be sure to invite her back to conduct a second interview.

[38–40]

- M Lara, how is the work on the redesign of the Fargo Building progressing? Do you think that you're going to be able to finish everything by tomorrow's deadline?
- W I'm afraid not, Mr. Ito. The work is taking much longer than I expected it to. However, I've started making good progress, so I am positive that I can submit the blueprints to you no later than noon on Friday.
- M All right. I'll call the client now and request an extension. But you had better finish everything by the new due date. The client is eager to get a look at the plans, and I don't want to disappoint him.

[41–43]

- M Did you happen to read the news about promotions on the bulletin board? The list was just posted a few minutes ago. I can't believe Alice Milton got promoted to director.
- W You've got to be kidding me. I heard she was probably going to get transferred to another branch or maybe even fired. Do you mean she's going to be our boss now?

- M That's right. According to what I read, her promotion won't go into effect for another month though. I'm considering making a request to transfer to another office.

[44–46]

- W Good morning. What can I assist you with today, sir?
- M I'd like to open a checking account. How can I go about doing that?
- W It's a very simple process. First, you have to fill out this form here, and then you need to show me two forms of identification.
- M Should both of them be picture IDs? I've only got my driver's license with me.
- W One has to have a picture, but the other can be something such as a library card. Would you happen to have a bill with your name and address on it as well?
- M Yes, I do. Here's my most recent electricity bill.
- W Thank you very much.
- M You're welcome. All right, let me complete the form right now.

[47–49]

- W Did you attend last night's awards ceremony?
- M I had planned to go, but I needed to work late to complete the budget reports for tomorrow's meeting.
- W That's a shame. It was the most surprising event I've attended in my five years here.
- M You can say that again. I heard about it from Steve Burgess in the IT Department. He dropped by this morning to inform me about what happened.
- W Can you believe Andrew Simmons won the Employee of the Year award?
- M I was positive Emily Hargraves was going to be the winner. What did Andrew do to deserve it?
- W There's a rumor going around that he just landed a multimillion dollar contract. There hasn't been an official announcement though.
- M If that's true, that would explain everything.

[50–52]

- M Good evening. I wonder if you can give me some assistance.
- W I'll do my best, sir. What do you require help with?
- M I received this shirt as a birthday present yesterday, but it's not really my style. Would it be possible to exchange it for something else?
- W You didn't take it out of the original plastic wrapping, right?
- M Yeah, that's correct. But because it was a gift, I don't have the receipt. I'm really sorry about that.
- W That's perfectly all right. We handle requests like this on occasion. And since I know that the shirt was sold here, I'm permitted to let you exchange it for something else costing the same price or lower.
- M That's great news. Can you show me where the men's shirts are, please?

[53–55]

- Man A** I'm nervous about the new boss we're getting tomorrow. Have either of you met him?
- Woman** I had lunch with Dave Thompson last week.
- Man B** What was your impression of him?
- Man A** Yeah, what was he like? Do you think he'll make a good boss?
- Woman** It's hard to tell.
- Man B** How come?
- Woman** He didn't say much at all. There were four of us dining together, but he mostly sat quietly and listened to us talk.
- Man A** I heard he's planning to restructure the department and that there might be layoffs.
- Man B** I hope your news is wrong, but I'm afraid you're right. Still, none of us has been performing up to expectations lately, so it makes sense that he's coming here to shake things up.
- Woman** And that's why all of us are worried.

[56–58]

- M** Good afternoon. Is this the number I should call regarding subscriptions to the *Daily Herald*?
- W** That's correct, sir. Are you interested in subscribing to the paper?
- M** Actually, I already get the newspaper delivered to my home each day, but my subscription is about to expire, and I'd like to renew it. My name is Charles Anderson.
- W** Okay... Are you the Charles Anderson living at 58 Oak Street?
- M** That's right. I'd like to receive the paper for six more months, please.
- W** No problem, Mr. Anderson. You know, we're running a special offer this month only. If you renew for one year, it will cost the same as it would if you paid for eight months. Are you interested?
- M** That's a pretty good deal. How about signing me up for it, please?

[59–61]

- W** Do you know why the shipment from Dyson Manufacturing has failed to arrive yet?
- M** I called Mr. Sykes this morning, and he explained the problem to me.
- W** Yes?
- M** Apparently, there was a bad snowstorm in Montana last week, so no trucks were able to leave the factory for three days.
- W** Did he indicate when our shipment is going to make it here?
- M** He informed me that he spoke with the driver and that we can expect it first thing tomorrow morning.
- W** That's a relief. Without the items in that delivery, we will have to shut down the assembly lines. Would you mind calling him back to confirm when the products are arriving?
- M** Not at all. I can give him a call once I return to my office.

[62–64]

- Woman A** I've considered all the proposals, but I can't make up my mind. Which vendor should we hire?
- Man** I'm in favor of selecting the Powell Corporation.
- Woman B** Why?
- Man** It has a proven track record of providing outstanding customer support. If anything goes wrong, Powell will handle it immediately.
- Woman A** That's a strong endorsement. Have you worked with Powell before?
- Man** Not personally. However, I know people who have, and they're unanimous in praising the company's dedication to service.
- Woman B** Well, I think we should go with the BYR Company. Its prices are the lowest, and we have financial constraints to worry about.
- Woman A** Hmm... You're right about that. Let me think about everything for a while. I'll inform you of my choice by 5:00 P.M.

[65–67]

- M** Excuse me. I'm looking to buy a blender.
- W** The top-of-the-line model is this one here by Nelson Electronics. However, unless you're employed as a cook, you probably don't need it. It's also a bit pricy.
- M** I intend to use it a couple of times each week, so it doesn't need to be anything special.
- W** In that case, I recommend this one. It's our bestselling blender.
- M** It looks fine, and the price isn't too bad either.
- W** Just so you know, we've got a special sale going on at the moment. Depending upon how much money you spend, you can get anywhere between five and twenty-percent off.
- M** Sounds great. So how much of a discount will I get for buying this one?
- W** You'll receive an extra fifteen percent off.
- M** Excellent.

[68–70]

- M** What a great speech that Dr. Apu just gave. I'm glad I decided to attend it at the last moment.
- W** I fully agree with you. His discussion on those new medical procedures was quite instructive.
- M** So, uh, what are you planning to do next?
- W** I'm attending the speech by Dr. Archer. He's a world-renowned expert on vaccinations.
- M** That doesn't appeal to me very much. Instead, I'm going to the lecture being given by Dr. Probst. I took a class with him at med school, so it will be nice to see him again.
- W** All right. They both finish at the same time, so how about meeting here at 1:30 and having lunch when the talks are over?
- M** Good thinking. I'll see you in a while.

[71–73]

W Before we close this meeting, there's one more thing I'd like to cover. I'm well aware of the problems at the Dayton factory. A team of inspectors was sent there to look at the problems this morning, so none of you needs to worry about that anymore since we're handling the issue. I would, however, like to thank all of you who reported the problems to me. Your observations may have helped us avoid a catastrophe. And that's something I'd like to remind everyone to do: When you see something wrong, let a supervisor know immediately. That's how we can prevent small issues from transforming into major problems.

[74–76]

W Hello, Mr. Russell. This is Mandy Jenkins from Winston's. I'd like you to know that your laptop has been repaired, so you can come here to pick it up anytime we're open. We'll be closing our doors at 8:30 tonight and reopening them at 9:00 tomorrow morning. By the way, the problem with your computer wasn't as severe as we had initially feared. We didn't have to replace the hard drive. Instead, we just reinstalled some software, and that cleared the problem right up. So you'll only be charged \$50 for the work we did.

[77–79]

M Now that the renovations on Fred's Diner are complete, we are once again ready to open our doors to the public. With more than 500 square feet of space added, we can fit more customers than ever before. That means you won't have to wait long to get a table. This weekend only, we're having a special sale to celebrate our reopening. Order one entrée, and you can get a second one of equal or lesser value for free. Come down to 76 Dansby Avenue and check us out. You won't regret it.

[80–82]

M May I have your attention, please? It looks like the snow has been cleaned off the runway, so planes are being cleared for takeoff. We're fifth in line, so we've got a few minutes before it's our turn. In the meantime, would everyone please be sure your seatbelts are buckled and your baggage is stowed properly? Once we get airborne, we'll rise quickly to get above these storm clouds. After that, I expect to make up for lost time. We should have constant tailwinds the entire trip, which should help us make the flight to Moscow faster than normal.

[83–85]

W Good evening, listeners. This is Kate Charles at the WTRO news desk with a breaking news report for you. The East Bay Bridge has been closed to traffic. About twenty minutes ago, the bridge was struck by a barge passing beneath it. There are apparently cracks in one of the bridge's columns, so no vehicles or pedestrians

are being allowed on it. Motorists are being redirected to other bridges in the city. This has understandably created serious traffic issues throughout the city. I'll keep you updated as soon as anything new comes across my desk. And now back to Earl Jenkins with today's sports news.

[86–88]

M I'm really proud of the way everybody in this room contributed to the conference we held here last weekend. Thanks to your efforts, it was a complete success. We had more than 250 people attend the conference, and the feedback we've received thus far has been unanimous. The attendees felt that the event was educational and well worth their time. As an added bonus, more than 30 of them registered for the seminar we're holding next month. So it's time for us to initiate our preparations for that event. How about taking a look at the handouts in front of you?

[89–91]

W I'd like to provide an update regarding the branch openings in Europe and Asia. Our stores in Europe are attracting large numbers of customers. They're performing according to our expectations. In fact, due to the revenue they're bringing in, we're considering opening several more stores on the continent later this year. On the other hand, our sales in Asia are much lower than we had hoped. We're not sure what's wrong since our products are popular in many Asian countries. On Monday, we hired an advertisement agency with expertise in Asian markets to improve our image there.

[92–94]

W Good morning, Mr. Jackson. This is Cynthia Watson from the Two Towers Resort. We received your e-mail regarding your desire to book a double room with us. Unfortunately, the weekend you intend to stay with us is extremely busy because we're hosting a conference. As of this moment, there's only one room available to reserve. It's a junior suite, so it will cost a bit more than the room you requested. If you're interested in booking this room, please contact me as quickly as you can at 692-5768. I doubt this room will remain available for much longer.

[95–97]

M Welcome to the Museum of National History. My name's Peter, and I'll be showing you some of the exhibits here today. First, I'd like to tell you about something that isn't covered on the tour. This morning, we opened a new exhibit featuring numerous items more than 300 years old. This exhibit provides a fascinating glimpse at life in colonial times, and you'll be sure to love it. It's in the west wing of the museum. You can purchase tickets for it at the booth beside the museum's front doors. Now, let's get started. If you'll look straight behind me, you can see the first exhibit.

[98–100]

W All right, let's get this meeting started. Today, we received the figures from the first quarter, and they're somewhat worse than we had expected. So I'm going to discuss each type of item we sell starting with the worst-selling one first. However, before I do that, I'd like to introduce our newest employee to you. Her name is Sheila Roberts, and she's an assistant manager in the Marketing Department. Today is Sheila's first day on the job, so I imagine this is the first time most of you are meeting her. Sheila, how about standing up and taking a couple of moments to introduce yourself, please?

● Answer Key

PART 1

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6 (C)

PART 2

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● PART 1

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- (A) Attendance at the event is higher than it normally is.
(B) Several people are focusing on the man standing up.
(C) The professor is lecturing to the students in his class.
(D) Notes are being taken about the lessons being learned.
- (A) Several passengers are getting on the bus.
(B) Pedestrians are crossing the street at the crosswalk.
(C) The sprinters are having a race downtown.
(D) Some cyclists are riding in a line on the street.
- (A) The chef is preparing meals for all of the customers.
(B) Plates of food have been placed in front of the diners.
(C) All of the seats at the restaurant are currently occupied.
(D) A waiter is taking an order from one of the customers.
- (A) Shoppers are heading up the escalator.
(B) Some people are waiting to get on the elevator.
(C) Everyone is heading in the same direction.
(D) Both sides of the escalator are currently in use.
- (A) Merchandise has been stocked on several shelves.
(B) The customer is putting items in the grocery cart.
(C) The prices of some of the items have been reduced.
(D) Fresh produce is being placed in the refrigerators.
- (A) There are paintings on all of the room's walls.
(B) Cushions are being placed on the sofa.
(C) A table is in between the couch and the television.
(D) One of the doors in the room has been opened.

● PART 2

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- The files have all been submitted, haven't they?
(A) Yes, about two hours ago.
(B) I'll submit my application then.
(C) Mr. Peters wants to see them.
- I recommend applying for a job at Ermine Consulting.
(A) A low-level employee there.
(B) That's what I'm planning to do.
(C) No, you didn't recommend that.
- How long do you intend to wait for Mr. Schnell?
(A) I've known him for years.
(B) Several months from now.
(C) Until the workday ends.

- 10 What time is the flight supposed to land?
 (A) Let me check the schedule.
 (B) We're landing in San Francisco.
 (C) It's Flight TR492.
- 11 Shouldn't you submit the application form at once?
 (A) Actually, I already did.
 (B) Apply it to the surface.
 (C) Yes, he has very good form.
- 12 Do you happen to know who the head accountant is?
 (A) He works in the Accounting Department.
 (B) Get ahead by working hard.
 (C) His name is Fred Marshall.
- 13 Can you please file these documents for me?
 (A) There's the file cabinet.
 (B) Sorry, but I'm too busy now.
 (C) No, they haven't been documented.
- 14 Where did Jenny put the stapler after she finished using it?
 (A) The staples are in the drawer.
 (B) She left it on the counter.
 (C) I'm sitting at my desk now.
- 15 How much does it cost to purchase a box of paper?
 (A) I bought some paper.
 (B) 5,000 sheets per box.
 (C) I'm not quite sure.
- 16 There appears to be a mistake on this report.
 (A) Why am I mistaken?
 (B) Didn't he report it?
 (C) What's wrong with it?
- 17 Could you please send me the itinerary by e-mail?
 (A) I'll do that after lunch.
 (B) That's my e-mail address.
 (C) It's our schedule for the conference.
- 18 Why don't we meet Mr. Richardson at the restaurant after work?
 (A) I'd like a menu, please.
 (B) No, he doesn't work there.
 (C) I already have plans tonight.
- 19 Was that Mr. Murphy's boss who just called him on the phone?
 (A) His boss is Ms. Sanderson.
 (B) No, it was a client of his.
 (C) Call me at 407-4994.
- 20 What's your opinion of that article on the front page?
 (A) Yes, I'm reading it.
 (B) I haven't read it yet.
 (C) He wrote a short article.
- 21 When did Ms. Jackson send the contract to be signed?
 (A) By courier, I believe.
 (B) Both your name and hers.
 (C) Two or three days ago.
- 22 Let me give you a hand with all of those folders.
 (A) Fold the items carefully.
 (B) I really appreciate it.
 (C) We gave the performers a hand.
- 23 What time did Mr. Butters say he is going to contact us?
 (A) Five days ago.
 (B) I'll get in contact.
 (C) No later than seven.
- 24 Weren't we supposed to turn right at the last intersection?
 (A) Yes, let's turn right here.
 (B) No, at the next one.
 (C) Yeah, the streets intersect here.
- 25 Why can't we connect to the Internet right now?
 (A) We're not connected to it.
 (B) There's a problem of some sorts.
 (C) I'll call the repairman now.
- 26 Has the shipment from Murray Office Supplies arrived yet?
 (A) It won't be here until tomorrow.
 (B) Several boxes of pens and paper.
 (C) Not by ship but by plane.
- 27 How many times this week has the machine broken down?
 (A) It's the latest model.
 (B) It's time to take a break.
 (C) Twice according to my count.
- 28 You ought to renew your magazine subscription by July.
 (A) Thanks for the reminder.
 (B) It's a daily newspaper.
 (C) Yes, I read it every month.
- 29 Doesn't this contract require three people's signatures?
 (A) Yes, yours and two other individuals'.
 (B) Sign on the dotted line, please.
 (C) You're not required to sign it.
- 30 Do you mind taking a look at this budget form?
 (A) We went over budget last month.
 (B) Yes, we are minding our own business.
 (C) Can I do that after the conference?
- 31 How did you enjoy your meal at the Spanish restaurant?
 (A) It was a bit too spicy for me.
 (B) I look forward to trying the food there.
 (C) Jeff paid for everyone's meal.

• PART 3

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[32-34]

- M We've just arrived at the Cumberland House. This was the home of John Cumberland, who founded our city more than 200 years ago. It's now been turned into a museum. Why don't you all take a look around it for an hour or so?

W Are there any pamphlets we can get to learn more about the house and its history?

M Yes, there are. You can pick up some free pamphlets at the information desk right beside the front door. They'll tell you everything you need to know about this place. Be sure to be back at the bus by 11:30 so that we can depart here and visit the Landers Art Gallery next.

[35–37]

W Hello. My name is Wendy Sanders, and I'd love to dedicate some time to your organization. What's the process for becoming a volunteer?

M Thanks for calling, Ms. Sanders. We at the Seaside Charity Organization are always willing to accept offers to work. We're having a fundraiser for orphans this Saturday and could use some more volunteers. Are you interested?

W That sounds perfect. I have nothing scheduled for then, so I'd be glad to be of assistance.

M If you visit our website, you can learn about the event, and you'll also see what kinds of volunteers we need. How about checking out our website and then calling me right back to tell me what you'd like to do?

[38–40]

W Excuse me, but I have a ticket for the express train to Boston. Can you tell me which gate it's leaving from?

M I'm very sorry, ma'am, but it pulled out of the station about three minutes ago. I'm afraid you need to wait for the next train for Boston to depart. I think that's going to be around 7 o'clock.

W Oh, no. I can't believe I missed my train. It's my first time to visit this station, so I got lost on my way here. Anyway, it looks like I've got to wait for an hour. I guess I've got time to grab a bite to eat.

[41–43]

M Elaine, nobody here in the office can access the Internet again. This is the third time in four days that we've lost the connection. We'd better consider changing Internet providers.

W I couldn't agree more. To be honest, I was going to suggest the same thing at the staff meeting this afternoon. I even went ahead and found a company I believe would be a good fit for us.

M Way to show initiative, Elaine. Which company is it?

W It's Info Solutions. The law firm I was employed at prior to coming here used its services, and we never had any problems during the five years I worked there.

[44–46]

W Hello. This is the Rosedale Community Center. How may I be of assistance?

M Hi. Um, I'm calling to find out about the classes you're offering this winter.

W Which one are you interested in?

M Is it true that Cathy Pollard will be teaching a class on painting?

W Yes, it is. But there's only one spot left, so if you want to take it, you'd better sign up right now.

M This must be my lucky day. I'd definitely like to reserve that seat. What do you need to know?

W Your name and telephone number. And I have to get your credit card information so that you can pay the \$100 fee. Just so you know, the price includes the cost of the materials you're going to use.

[47–49]

W Why haven't the wastebaskets been emptied? Didn't the cleaning crew come last night?

M They did, but they don't appear to have done a thorough job.

W Uh-oh. Aside from not taking out the trash, what else didn't they do?

M The carpet in the Sales Department wasn't vacuumed, and the employee lounge is an absolute mess.

W Didn't we change cleaning services recently? We never had any problems with the previous company.

M That's true, but B&G, Inc. raised its rates too much. That's why we hired the new company.

W Well, I'm going to give the person in charge there a call and insist that the work crews do a better job from now on. This kind of shoddy work is simply not acceptable.

[50–52]

W My computer just got disconnected from the Internet again. Do you know what the problem is?

M I haven't the slightest idea. The same thing has also happened to me several times this morning.

W We ought to do something about this.

M Let's speak with the Maintenance Department. We can get a repairman here to determine the cause of the problem.

W Okay. How about if you call them while I ask around to see if anyone else is having connectivity issues?

M Good thinking. Oh, do you happen to know the number for the Maintenance Department?

W Sorry, but I've never called anyone there before. Just dial 0, and the receptionist can connect you.

M Right. Why didn't I think of that?

[53–55]

Man A Here are your schedules for next week. Please note that both of you are working slightly different shifts than normal.

Man B Why did they change?

Man A We've got many new employees, and you're our most experienced workers. I want you two working different shifts to provide as much assistance as possible for the inexperienced people.

Woman Um, Brad, there's a slight problem here.

Man A What is it?

Woman I can't work on Wednesday evening. My sister is flying in from Sydney, and I have to pick her up then. Did you forget I mentioned this to you earlier in the week?

Man A Yeah, it completely slipped my mind.

Man B I can switch shifts with you on Wednesday, Stacy.
Woman Thanks so much, Dean. You're a lifesaver.

[56–58]

M We need to add one more person to the negotiating team heading to Madrid tomorrow. Who would be ideal?
W Ray Walker would make a great addition to the team. How about asking him?
M I did, but he informed me that his passport has expired. I also considered asking Tina Andrews, but she doesn't speak the language there.
W Oh... The person ought to speak Spanish. Well, I took a few semesters in college, and I've vacationed in Spain three times.
M That's sufficient. You have a passport, don't you?
W Yes, and it's not going to expire for a couple more years.
M Great. You're on the team. I'll tell Diana Matthews that you're going with her. You'd better leave work immediately so that you can pack your bags.

[59–61]

W Good morning, sir. Where are you headed today?
M I'm going on a business trip to Tokyo. Here are my ticket and passport.
W Thank you very much. Do you have any luggage to check?
M I've got one bag here that I need to check in, and I'm carrying my laptop on board with me.
W Okay. Let me get a luggage tag for you... Oh, I'm sorry, sir, but your bag weighs too much. You're only allowed 20 kilograms, but it weighs 23 kilograms.
M Should I remove some of my belongings?
W You can either do that, or you can pay an overweight bag fee.
M I'll pay the fee. How much do I owe?
W That will be forty-five dollars, please.

[62–64]

Woman Now that you've seen my presentation, do you have any questions about the DV5000?
Man A How is our product different from the other ones on the market?
Woman It's capable of ironing clothes in less time than any other products.
Man B How does it do that?
Woman Simple. It uses more heat than other irons, so that lets it remove wrinkles from clothes more quickly.
Man A Can't that hurt the people using it? We don't want anyone getting severe burns.
Woman That's a distinct possibility. However, we're planning to market it to dry cleaners and other professionals. They know how to take the proper precautions.
Man B So the DV5000 isn't for home use?
Woman Precisely. We anticipate 98% of all sales will be to professional users.

[65–67]

W Pardon me, but would you happen to know this part of town well? I'm visiting this neighborhood for the first time, and I'm afraid I've gotten lost.
M I should be able to provide some assistance. Where are you heading?
W I'm looking for the local branch of Trust Bank. I thought it was here on State Street, but that doesn't seem to be the case.
M Ah, it used to be here, but it moved to another building in November.
W I see. Does that building happen to be nearby?
M Yes, you can walk there easily. Go straight to the corner and take a right on Carter Street. You want the second building on the left-hand side of the street.
W Thank you for your assistance. You've been a tremendous help.

[68–70]

M How were our sales during the past seven days?
W As you can see on the graph, we sold more than \$25,000 in clothes last week.
M That's incredible. We've never had a week that good before, have we?
W I don't believe so. We appear to be gaining popularity with many shoppers in the mall.
M And it looks like we sold more men's clothes than anything else. I never imagined that would happen.
W Actually, there's a mistake on the graph you're looking at.
M What's wrong with it?
W The figure you're looking at has been labeled incorrectly. We need to reverse the numbers for men's and women's clothes.
M I see. Okay, the new numbers make a lot more sense now.
W You're right. Still, the numbers are all positive and have been improving recently.

• PART 4

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[71–73]

W My next guest on tonight's show is one of the city's most popular residents. One year ago, Jeff Gonzalez was a guy who sometimes sang at weddings to earn a few extra dollars. But when he performed at a wedding last August, a music producer happened to be in attendance. Fascinated by his voice, the producer signed Jeff to a contract on the spot. In the following ten months, Jeff has produced two number-one singles and sold more than 2 million copies of his debut album. He's going to be here in my studio performing his latest song right after we listen to a few words from our sponsors.

[74–76]

W If everyone would look at the handout I gave you, you'll see the results of last month's online survey. We received responses from more than 1,400 customers, and the results were mixed. Apparently, customers were highly

satisfied with the prices we charge for our services. So we don't need to make any adjustments there. We also scored well on our speed and friendliness. On the negative side, many customers expressed a strong dislike for our website, calling it outdated, user-unfriendly, and poorly designed. Customers additionally criticized the knowledge of our staff. Let's discuss these negatives and how we can fix them.

[77–79]

M Good morning. I'm Paul Yoder from Goalpost Cable. I'm trying to reach Mr. Steve Marino. Mr. Marino, I'd like to inform you of a special that Goalpost Cable is offering this week only. If you upgrade your cable service to the Gold or Platinum level, you can get the first three months for free. We'll also slash the cost of the installation fee in half, so you'll only have to pay \$40. Imagine receiving double or even triple the number of television stations that you currently do. This offer expires at midnight on Friday, so go to our website soon to sign up and to make the arrangements.

[80–82]

M Now that the computers have been installed, let me provide you with some instructions regarding using them. Firstly, you may not install any software on them without the permission of the IT Department. Too many programs have malware and viruses, so we don't want our computers to get infected. Next, please keep in mind that these computers are strictly for work usage. You may not check your personal e-mail accounts with them or use them to surf the Internet. Those activities are banned. The computers will also be monitored, and everything you do on them will be recorded.

[83–85]

M May I have your attention, please? The train from South Hampton scheduled to arrive at 6:45 has been delayed. Apparently, a tree fell on the tracks, so a work crew has been sent to remove it. They expect to finish the work within the next half hour, so then the train can complete its journey. It should arrive around one hour from now. For anyone who wishes to seek an alternative mode of transportation, please see the agent in the departure lounge, and she will provide you with a reimbursement. We apologize for the delay and will keep you updated on the progress of the train.

[86–88]

W Hello. This is Brenda Marston. I've got an appointment for a haircut on Thursday at 3:30, but I can't go there on that day. I have to go out of town and won't be back for a few days. Would it be possible to reschedule my appointment for next week? I've got time next Wednesday in the morning. 11 would be perfect for me. In addition, I don't just want to get a cut, but I want to get a perm as well. Please call me back at 675-4855 to let me know if this is possible. Thank you. Goodbye.

[89–91]

M All right, we've given out every award tonight, so there's one more thing to do before we can get to the entertainment part of tonight's event. We had an eventful year full of ups and downs. Overall, however, we at Hartford Construction earned our largest profit ever, and we expanded our business as well. Now, we'd like to inform you about our plans for the future. It's time to listen to our CEO, Gregory O'Connell. He's going to take five minutes to tell us what's in store for the next twelve months. Let's give a big hand to our CEO.

[92–94]

W Something important has just been brought to my attention. Apparently, the brownies which we ordered for the company picnic have peanuts in them, and there may be people at the event who have nut allergies. We need to arrange for some kind of new dessert. Including the brownies, we ordered four types of desserts. I think that we ought to find something else that we can order in order to replace the food that some people are allergic to. I've got a few copies of the menu from the caterer, so why don't we take a look at them and come to a decision right now?

[95–97]

M The chart on the screen shows how our franchises in different states are doing. The restaurants in the southeastern part of the country are clearly profiting. We're considering expanding the number of restaurants in Alabama, Georgia, and Tennessee. We're getting numerous requests by people who want to become franchise owners, so we'll have to select the ones who look the most promising. We're also doing well in the Midwest as our restaurants in Iowa, Indiana, and Ohio are popular. But sales in Oklahoma are so low that we've decided to shut down every franchise there since none of them is profitable.

[98–100]

W Good afternoon, Ms. Kimball. This is Heather Dobbins from Dr. Russell's clinic. You're scheduled to have a physical exam with Dr. Russell on Tuesday at 10:30 A.M. Unfortunately, Dr. Russell will be out of the office to attend a training session the entire week. However, some other doctors have agreed to fill in for him. You therefore have a choice. You can come here at your regularly scheduled time, but you won't see Dr. Russell. Or you can reschedule your appointment. Dr. Russell hopes to return to the office by next Monday, so anytime starting then will be sufficient. How about calling me to let me know your decision?

● Answer Key

PART 1

- 1 (C) 2 (C) 3 (A) 4 (D) 5 (A)
6 (C)

PART 2

- 7 (B) 8 (B) 9 (C) 10 (A) 11 (C)
12 (B) 13 (C) 14 (A) 15 (C) 16 (C)
17 (B) 18 (A) 19 (C) 20 (A) 21 (C)
22 (C) 23 (B) 24 (B) 25 (A) 26 (A)
27 (A) 28 (B) 29 (C) 30 (A) 31 (B)

PART 3

- 32 (A) 33 (D) 34 (A) 35 (C) 36 (B)
37 (B) 38 (D) 39 (A) 40 (A) 41 (B)
42 (A) 43 (A) 44 (B) 45 (D) 46 (D)
47 (A) 48 (C) 49 (D) 50 (B) 51 (A)
52 (D) 53 (D) 54 (A) 55 (B) 56 (C)
57 (A) 58 (C) 59 (C) 60 (A) 61 (B)
62 (B) 63 (C) 64 (B) 65 (B) 66 (A)
67 (D) 68 (C) 69 (C) 70 (A)

PART 4

- 71 (B) 72 (B) 73 (D) 74 (C) 75 (D)
76 (D) 77 (A) 78 (B) 79 (D) 80 (D)
81 (A) 82 (C) 83 (C) 84 (A) 85 (B)
86 (B) 87 (A) 88 (C) 89 (B) 90 (C)
91 (A) 92 (D) 93 (A) 94 (B) 95 (A)
96 (A) 97 (B) 98 (D) 99 (C) 100 (D)

PART 5

- 101 (B) 102 (D) 103 (C) 104 (C) 105 (A)
106 (B) 107 (C) 108 (A) 109 (A) 110 (A)
111 (B) 112 (C) 113 (B) 114 (A) 115 (D)
116 (C) 117 (D) 118 (D) 119 (C) 120 (A)
121 (C) 122 (B) 123 (B) 124 (C) 125 (B)
126 (B) 127 (D) 128 (A) 129 (C) 130 (A)

PART 6

- 131 (C) 132 (B) 133 (C) 134 (B) 135 (A)
136 (D) 137 (D) 138 (C) 139 (B) 140 (A)
141 (C) 142 (C) 143 (C) 144 (B) 145 (A)
146 (D)

PART 7

- 147 (A) 148 (C) 149 (D) 150 (B) 151 (A)
152 (C) 153 (C) 154 (B) 155 (C) 156 (C)
157 (A) 158 (A) 159 (C) 160 (C) 161 (D)
162 (A) 163 (C) 164 (D) 165 (D) 166 (B)
167 (B) 168 (C) 169 (D) 170 (B) 171 (A)
172 (B) 173 (A) 174 (C) 175 (C) 176 (D)
177 (B) 178 (A) 179 (D) 180 (B) 181 (A)
182 (A) 183 (D) 184 (B) 185 (D) 186 (B)

- 187 (B) 188 (C) 189 (D) 190 (D) 191 (D)
192 (C) 193 (A) 194 (B) 195 (A) 196 (B)
197 (B) 198 (B) 199 (D) 200 (C)

● PART 1

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- (A) The farmer is sowing some crops in the field.
(B) The sewing machine is being used.
(C) The woman is cutting something with scissors.
(D) The clothes are being stitched by the woman.
- (A) Vehicles are being parked by the attendants.
(B) Several cars are waiting for the light to change.
(C) Cars have been parked along the side of the road.
(D) Some cards are being set down beside the road.
- (A) People are holding glasses in their hands.
(B) They are eating toast at the dinner table.
(C) Diners are helping themselves to the buffet.
(D) Some people are whining about the meal.
- (A) Boxes are being loaded onto delivery vans.
(B) Many of the items are being boxed up by employees.
(C) Workers are moving the crates from place to place.
(D) Packages have been stacked on top of one another.
- (A) The customer is receiving change from the employee.
(B) The cashier is handing some bags to the customer.
(C) Shoppers are browsing through the items in the store.
(D) The items have all been placed in a single bag.
- (A) Rocks are being moved by construction workers.
(B) The performers are all moving in concert.
(C) People are gathered in front of a stage.
(D) An orchestra is performing for an audience.

● PART 2

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- Who is interested in working overtime this weekend?
(A) It won't go over well with them.
(B) I don't mind coming in on Saturday.
(C) Jason's meeting his friends on the weekend.
- It appears as though there's heavy traffic on this road.
(A) The item is heavier than I thought.
(B) We'd better take a detour then.
(C) I rode on the rollercoaster there.
- Could you please mail this letter sometime before noon?
(A) She wrote that she's doing well.
(B) About ten minutes to twelve.
(C) I'll take care of it right now.

- 10** How are nonmembers supposed to reserve seats?
 (A) Try calling the box office.
 (B) We're in the front row.
 (C) I'll reserve a car later today.
- 11** Why didn't you answer the phone when I called you?
 (A) That's right. I called you twice.
 (B) I always answer my phone.
 (C) I was in a meeting with my boss.
- 12** What seems to be the problem with the new intern?
 (A) Yes, it's rather problematic.
 (B) He isn't very energetic.
 (C) She applied for that position.
- 13** I may be mistaken, but I believe the seminar will start at three.
 (A) Steak and potatoes for dinner.
 (B) At least three more people.
 (C) Yes, that seems to be correct.
- 14** Have you heard who's getting promoted this quarter?
 (A) Either Tina or May.
 (B) A brand-new promotion.
 (C) Several of our products.
- 15** When is the new employee orientation session being held?
 (A) For a couple of hours.
 (B) It's being led by Mr. Morrison.
 (C) This Thursday morning.
- 16** Could I borrow some money to pay for these items, please?
 (A) Who did you borrow it from?
 (B) Yes, I'll pay for everything.
 (C) Sure. How much do you need?
- 17** Isn't Washington Consulting helping us with the ad campaign?
 (A) The ad will be airing for the first time tonight.
 (B) No, we couldn't reach an agreement with them.
 (C) He's a new addition to the workforce.
- 18** What was the reason that sales dropped so dramatically?
 (A) The quality of the product.
 (B) It's a drama on television.
 (C) Sorry for dropping it.
- 19** How is the real estate market in the suburbs around the city?
 (A) A house in the downtown area.
 (B) Three bedrooms, at least.
 (C) It could be a lot better.
- 20** Will the package be delivered by the end of the day?
 (A) That's what the courier told me.
 (B) You can go ahead and sign for it.
 (C) Yes, let's have a pizza delivered.
- 21** Would you like to apply for a membership card?
 (A) He's a member of this gym.
 (B) This is an application form.
 (C) Actually, I already have one.
- 22** Mr. Thomas should give you a call soon, shouldn't he?
 (A) Sure, go ahead.
 (B) Call me later.
 (C) I sure hope so.
- 23** Where should we put all of these empty bottles?
 (A) I'll take a bottle of soda, please.
 (B) In the recycling bin over there.
 (C) I just put them over there.
- 24** To whom was the letter Mr. Daniels sent addressed?
 (A) I'm not sure how to spell that.
 (B) Alice Kenworth, I believe.
 (C) His address is 22 Wilson Street.
- 25** We ought to attend the conference in New Orleans this month.
 (A) That's what I told Mr. Barnes.
 (B) From August 10 to 14.
 (C) On new marketing techniques.
- 26** Can you help me process all of these order forms this afternoon?
 (A) I'd love to, but I've got a meeting.
 (B) I'm going to order them in a few minutes.
 (C) Yes, I always help her with her work.
- 27** How long does it take to get from here to the theater district?
 (A) Somewhere around twenty minutes.
 (B) No more than three kilometers away.
 (C) The show starts at a quarter past seven.
- 28** Isn't Ms. Carpenter supposed to be joining us for breakfast?
 (A) Bacon and eggs with toast.
 (B) No, for lunch this afternoon.
 (C) We thoroughly enjoyed it.
- 29** I hear that Danielson's is having a special promotion this weekend.
 (A) I relaxed at home last Saturday.
 (B) She's trying to promote her new book.
 (C) That's right. Everything's on sale.
- 30** Would you rather shop online or visit the shopping mall?
 (A) Let's do our shopping in person today.
 (B) I spend a few hours a day on the Internet.
 (C) A new mall just opened downtown last week.
- 31** Did you answer all of the questions on the application form?
 (A) I got questions two and nine wrong.
 (B) I'm pretty sure that I did.
 (C) Show me the answers you got.

[32–34]

- W** We've finally finished rearranging the desks in the office, Mr. Moreno. Does everything look satisfactory?
- M** The way you set up everything is fine. It appears as though you've made efficient use of space. In fact, there's a large area over by the window that doesn't have any desks or equipment in it. What are your plans for utilizing that space?
- W** We intend to set up some cubicles there next week. When the summer interns arrive, that's where they're going to be put.
- M** Good thinking. We didn't have a place for them last year, and they got in everyone's way.

[35–37]

- M** Tina, these contracts have to be delivered to our firm's attorney in his office on the other side of town no later than 4 P.M. Can you take the bus there to deliver them?
- W** I'd love to assist you, Steve, but Ms. Parker insisted that I finish working on the presentation she's giving tomorrow morning, so I can't leave the office.
- M** Well, I'm meeting clients all day. How do you suggest we get the contracts to Mr. Murphy?
- W** What about trying the local courier service? It guarantees two-hour delivery of packages anywhere in the city limits. Why don't I call and arrange a pickup?

[38–40]

- W** What was your opinion of the items delivered by Lewis Manufacturing? Was the quality of the products sufficient?
- M** Even better, it was outstanding. The workers who used those products to assemble ours uniformly praised them for being engineered so well. We'd better come to an agreement with Lewis to supply us with products on a weekly basis. Would you mind working on that?
- W** Not at all. I'll give Jeff Lambert over there a call as soon as lunch ends. We used to be colleagues at another firm, so I'll see if he can get us a good deal.

[41–43]

- M** Hello. My name is Harold Reynolds, and I'm calling regarding the room service bill I received for lunch this afternoon. I believe there was an error.
- W** I'm very sorry to hear that, Mr. Reynolds. Could you please tell me what the problem is?
- M** Of course. I ordered a steak sandwich, some fries, and a can of cola, but the price on my receipt reads \$50. That can't possibly be right, can it?
- W** It most definitely isn't, sir. You were charged too much for your meal. I'll contact the kitchen immediately and have someone there send you a new bill in just a few minutes.

[44–46]

- M** Hi. I'd like two tickets for the 5:30 showing of *African Adventure*.

- W** I regret to say that there aren't any tickets available at that time.
- M** Hmm... Well, uh, what about the 7:00 show then?
- W** You're out of luck. Sorry about that.
- M** Are there any times today when it's possible to see the film?
- W** Let me check... Yes, there are a few tickets left for the 4:00 show, but those are all single seats, so you can't sit together with your companion. Or you could get two tickets next to each other if you watch the show at 9:15.
- M** I'll take two tickets for the late show then. I don't want to sit apart from my friend.
- W** Great. That will be \$22 for two tickets.

[47–49]

- M** We've completed our estimate of the repair work to be done on your home, Ms. Chen.
- W** Great. How much is it going to cost?
- M** We can do everything you requested for \$3,500.
- W** That's a bit out of my price range. Is there any way you can charge me less?
- M** I'm afraid not. I spoke with the work crew, and they remarked that they anticipate some problems because your house is so old.
- W** Why is that an issue?
- M** As a general rule, older houses have large amounts of wiring that need to be replaced. There are typically problems with pipes, too.
- W** I see. Well, I need some time to consider this. Can I contact you tomorrow?
- M** Sure. Please give me a call once you make a decision.

[50–52]

- W** Jackson Hardware. This is Lucy speaking.
- M** Hello, Lucy. My name is Gunther Heinz. I purchased a few items at your store yesterday and had them delivered this morning.
- W** Was everything all right with the delivery?
- M** Unfortunately, no. Several things which I ordered weren't included.
- W** I'm sorry to hear that. Could you tell me what's missing?
- M** Sure. I purchased three screwdrivers, a power saw, and some lumber. None of them arrived.
- W** Hold on a minute, please... Ah, I've got a note here about you, Mr. Heinz. Apparently, your order was divided in two shipments. The remaining items will be sent this afternoon.
- M** I see. Thanks for clearing everything up for me.

[53–55]

- Woman A** Brian, is your team prepared to fly to L.A. to meet Drexel Industries tomorrow?
- Man** We sure are. I'm positive we can seal the deal and land a big contract.
- Woman A** That's the kind of upbeat attitude I like to hear.
- Man** But... There's a slight problem. James Hooper, whom I was counting on to do some of the negotiating, has been hospitalized after getting in a motor vehicle accident last night.

Woman B Who's his replacement?

Man I haven't decided yet. Do either of you have any suggestions?

Woman A How do you feel about Greg Randolph?

Man He does outstanding work, but we get along poorly.

Woman B I'd suggest Mark Nelson, but he's still at the tradeshow in Toronto.

Man It looks like we just might be shorthanded.

[56–58]

W Your total comes to \$85, sir.

M Oh, hold on just a moment, please. I completely forgot that I have some coupons to give you. I've got them right here.

W No problem. Let me scan them... Hmm... This coupon for laundry detergent has expired, so I'm afraid you can't use it.

M Are you sure about that? What's the expiration date on it?

W It's January 15. You came here one day too late.

M Oh, well. That's my mistake. But what about the other ones? They're still valid, aren't they?

W They are, so you just saved a total of \$12. That brings your new total to \$73. How would you like to pay for that?

M Here's my debit card.

[59–61]

M Let's take a break and get something to eat.

W Actually, I'd rather finish writing this computer program first. It should only take about five more minutes.

M Well, I'm starving. Do you mind if I head out to lunch first? I skipped breakfast this morning.

W In that case, feel free to go ahead without me. I can catch up to you later if you tell me where you're going.

M I'm going to head to Papa Gino's, that new Italian restaurant. You know where it is, don't you?

W Actually, I haven't the slightest idea.

M Then I'll just wait for you so that we can go together. I can't believe you've never been there. It's one of the best restaurants in the neighborhood.

W Well, I suppose I'll get to experience its food in a few minutes.

[62–64]

Woman Sorry to interrupt, but I wonder how you're enjoying your meal.

Man A Everything is perfect.

Man B I agree. My steak was cooked exactly the way I requested it. Please do me a favor and give my regards to the chef.

Woman I'll be sure to do that. So, uh, is there anything else I can get you?

Man A I'd appreciate another glass of tea if you don't mind.

Woman Not at all. What about you, sir? Would you care for some more coffee?

Man B That's all right. Two cups is my limit, or else I'll never get to sleep tonight. However, we could both go for some

dessert. Could you please bring us two dessert menus?

Woman Of course. I'll be back with the drink and menus right after I visit the kitchen.

[65–67]

M Julia, is it true that some of us in the department are going to change offices?

W That's right. Since we're getting a couple of new employees, we have to move people around.

M Do you know what's going to happen?

W Yes. Eric is going to move to office 305 while Susan will be moving to office 301.

M What about me?

W You're going to move from office 303 to the one right next to the elevator.

M That's perfect. It's quite a bit bigger than my current office.

W I thought you'd think that way. I specifically requested you be given that room.

M Why did you do that?

W You've been conducting numerous meetings with clients lately, so a bigger office will impress them more.

[68–70]

M Hello. Gateway Travel. This is David speaking. How may I be of assistance?

W Hello, Mr. Parker. This is Yolanda DuPont calling.

M Good afternoon, Ms. DuPont. Do you have a question regarding the itinerary I e-mailed you this morning?

W Actually, there's something on it that has to be altered.

M Sure. What would you like for me to do?

W The first two legs of my trip are fine. However, I need to be in Oslo one day earlier than I had planned.

M I see. Well, I can change your departure date from London to the previous day. Would you prefer a morning or afternoon flight?

W The morning would be better.

M Great. Let me contact the airline. I'll give you a call once everything has been taken care of.

● **PART 4**

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[71–73]

M Phillipe, this is Fred Reynolds in Marketing. I'm calling regarding the work I'm doing on the Simpson project. I'm afraid I'm going to require an extension. Instead of finishing the work on Friday as we had originally discussed, I'd like to change the due date to next Wednesday. I apologize for requesting this change, but Tina Westerly, the head of my department, just assigned me to work with Dave Powers in Accounting on his project. Apparently, Dave is progressing slowly and is way behind schedule, and she wants it done no later than Thursday. Once we complete it, I can resume working on our project.

[74–76]

M Are you tired of high prices and poor quality? Then you should visit West Side Auto Repairs. We'll provide you with the highest quality in auto care, but we won't overcharge you. In fact, our rates are much lower than those of our competitors. The mechanics here have several years of experience and are qualified to work on automobiles, trucks, motorcycles, and even buses. Before they make any repairs to your vehicle, they'll tell you exactly what needs to be done and how much it will cost. So come to West Side Auto Repairs for top-quality service. We're located at 899 Beacon Street and never close.

[77–79]

W We've taken on more than 75 new employees in the past two months since we've been expanding recently. Not everyone's working out well though. We've been receiving complaints from other employees about the low quality of work several individuals are doing. So those of you here now have an additional duty. You need to work closely with the new employees in your department and act as mentors for them. Train them properly so that we can reduce the number of errors they're making. I'd appreciate it if you would do that for me. Otherwise, we'll be obligated to terminate some of them.

[80–82]

M Ladies and gentlemen, your attention, please. It has been brought to our attention that a black SUV has been parked right in front of the shop. This is a no-parking zone, and we request that the owner of the vehicle immediately move it. The vehicle's license plate is 595-M87. If the car is not moved within the next five minutes, we will call a tow truck, and the vehicle will be removed at the owner's expense. Once again, will the owner of the black SUV parked in front of the front doors please return to your vehicle and park it elsewhere? Thank you.

[83–85]

W The numbers for the month of July are in, and they're worse than expected. Revenues declined by more than 25%, and we posted a loss of nearly half a million dollars. That's the worst month we've had in the past 6 years. The reason for this decline has to do with the negative response of consumers to our newest product line. It's widely considered user-unfriendly, and people think it's overpriced as well. That's having a negative effect on our other products because consumers are avoiding buying anything made by us. How about brainstorming on how to solve this problem right now?

[86–88]

M Hi, Amy. This is Sam Chu. It was just brought to my attention that you weren't invited to the staff dinner we're having after work tonight. I apologize for the oversight. I'm not sure how that happened. Anyway, we'd love for you to be in attendance. We're getting together at

the Mesa Steakhouse at 6:30. If you don't know where it is, ask Cathy or me, and one of us can provide you with directions. Or you can ride along with someone else who's driving. Would you mind calling me back at extension 689 to confirm that you can make it to tonight's event? I'd appreciate that.

[89–91]

W Thank you for coming, ladies and gentlemen. I'm pleased with the turnout to today's event. I hope those of you in the back can hear me all right. It's now time for the main event. David Hooper, the author of the recently released novel *Winters End*, is going to read some excerpts from his book. After he completes that, Mr. Hooper has agreed to answer some of your questions for a few minutes. And please be aware that all of Mr. Hooper's books are available for purchase at the front counter. Now, won't you please give a big round of applause for Mr. David Hooper?

[92–94]

W This is Crystal Wallace in the WTRE helicopter providing you with a bird's-eye view of traffic in the city. Right now, traffic on Main Street is moving fairly well considering that it's rush hour. It's backed up about five minutes on both Oak Street and Wadley Road though. And there's a four-car accident on Gold Street right now, so traffic moving northbound is stopped for several blocks. I highly recommend that drivers seek alternative routes and avoid that part of the city. I'll be back in fifteen minutes with another rush-hour update.

[95–97]

M Hello. My name is Nick Tenaglia. I'm calling regarding order number 985020. I purchased several items two days ago, and they just arrived in the mail a few minutes ago. I must admit that I'm highly impressed with the speed of the delivery. Unfortunately, it appears as though the person who packed the order wasn't particularly careful. I ordered some 10-inch dinner plates, but only a dozen of them were actually in the box. How do I go about getting the other plates that I bought and paid for? I would appreciate receiving a call to inform me about this issue. Thank you. Goodbye.

[98–100]

W Welcome, everyone, to the fifth annual workshop for creative writers. We've got a great day filled with exciting events in store for you. In a few minutes, we're going to start today's workshop with a short talk by Mary Lattimore, one of the best-known poets in the state. She's going to talk about how to develop a creative mindset. After she's done, we'll listen to Ronald Devers, who's going to chat about making outlines for essays. There's one change to the schedule though. Lisa Delacruz's train has been delayed, so she's going to switch times with Mark Haverford.

● Answer Key

PART 1

1 (C) 2 (D) 3 (A) 4 (C) 5 (D)
6 (C)

PART 2

7 (C) 8 (B) 9 (C) 10 (C) 11 (A)
12 (B) 13 (B) 14 (A) 15 (C) 16 (C)
17 (B) 18 (C) 19 (B) 20 (A) 21 (B)
22 (B) 23 (A) 24 (A) 25 (C) 26 (A)
27 (B) 28 (C) 29 (C) 30 (A) 31 (C)

PART 3

32 (C) 33 (A) 34 (B) 35 (C) 36 (D)
37 (A) 38 (D) 39 (B) 40 (C) 41 (C)
42 (D) 43 (A) 44 (B) 45 (A) 46 (C)
47 (B) 48 (D) 49 (D) 50 (B) 51 (B)
52 (D) 53 (D) 54 (C) 55 (A) 56 (B)
57 (A) 58 (C) 59 (B) 60 (D) 61 (C)
62 (A) 63 (B) 64 (D) 65 (A) 66 (B)
67 (B) 68 (D) 69 (C) 70 (C)

PART 4

71 (B) 72 (D) 73 (B) 74 (B) 75 (A)
76 (C) 77 (D) 78 (D) 79 (C) 80 (A)
81 (B) 82 (D) 83 (C) 84 (C) 85 (A)
86 (C) 87 (A) 88 (B) 89 (C) 90 (A)
91 (B) 92 (B) 93 (A) 94 (D) 95 (C)
96 (B) 97 (D) 98 (B) 99 (C) 100 (D)

PART 5

101 (C) 102 (A) 103 (A) 104 (C) 105 (D)
106 (C) 107 (C) 108 (B) 109 (C) 110 (A)
111 (D) 112 (B) 113 (C) 114 (A) 115 (D)
116 (C) 117 (B) 118 (D) 119 (B) 120 (D)
121 (B) 122 (A) 123 (A) 124 (C) 125 (B)
126 (B) 127 (D) 128 (B) 129 (A) 130 (B)

PART 6

131 (D) 132 (B) 133 (B) 134 (C) 135 (C)
136 (C) 137 (A) 138 (B) 139 (D) 140 (A)
141 (D) 142 (B) 143 (C) 144 (C) 145 (A)
146 (B)

PART 7

147 (D) 148 (C) 149 (A) 150 (C) 151 (C)
152 (A) 153 (A) 154 (C) 155 (A) 156 (D)
157 (B) 158 (A) 159 (C) 160 (A) 161 (C)
162 (A) 163 (C) 164 (D) 165 (D) 166 (B)
167 (C) 168 (D) 169 (D) 170 (C) 171 (B)
172 (A) 173 (B) 174 (A) 175 (D) 176 (C)
177 (C) 178 (A) 179 (C) 180 (C) 181 (B)
182 (A) 183 (D) 184 (D) 185 (C) 186 (D)

187 (A) 188 (A) 189 (B) 190 (C) 191 (D)
192 (A) 193 (B) 194 (B) 195 (B) 196 (C)
197 (C) 198 (B) 199 (D) 200 (A)

● PART 1

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- 1 (A) Firemen are spraying the fire with water from the hose.
(B) The crops in the garden are being watered.
(C) Workmen with tools are walking in the same direction.
(D) People are enjoying playing in the water.
- 2 (A) Swimmers are having a good time at the beach.
(B) People are lying on the beach and sunbathing.
(C) Some people are making a sandcastle on the beach.
(D) Bags have been set down in places on the beach.
- 3 (A) One of the men is going into the pastry store.
(B) The customers are purchasing pastries at the bakery.
(C) Two men are baking a cake together in the kitchen.
(D) A shopper is selecting some desserts from the store window.
- 4 (A) All of the passengers have boarded the subway.
(B) The mechanic is trying to repair the train.
(C) The subway doors have not been closed yet.
(D) The conductor is collecting tickets from passengers.
- 5 (A) The man is lifting a fork from his plate.
(B) They have arrived at a fork in the road.
(C) Some people are lifting weights in the gym.
(D) The forklift is parked beside some boxes.
- 6 (A) People are holding umbrellas to keep from getting wet.
(B) The doors to the buildings are being closed.
(C) Each table has some chairs set up around it.
(D) The umbrellas above the tables are being put up.

● PART 2

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- 7 How would you like me to prepare your coffee?
(A) She's making copies.
(B) From the local café.
(C) Black with no sugar.
- 8 When will I be informed about the status of my application?
(A) A promotion within two months.
(B) Sometime around Thursday.
(C) You can do that on our website.
- 9 Do you know where the office supplies happen to be?
(A) We buy from Alpha Stationery.
(B) It came as a total surprise.
(C) Look in the storage closet.

- 10** Shall I save a seat for you in the cafeteria?
 (A) Yeah, the new café has great seats.
 (B) That's fine. I'm already sitting here.
 (C) No, I'm going to eat at my desk.
- 11** Shouldn't you be heading to the conference room in a few minutes?
 (A) No, the meeting got canceled.
 (B) Sure, I'll call you in half an hour.
 (C) Yes, we're ahead of our competitors.
- 12** Is it possible to have cable TV installed at my home?
 (A) There's a game on channel 10.
 (B) If you pay an installation fee.
 (C) A house at 54 Rosemont Avenue.
- 13** Why did Mr. Martinson request Ms. Johnson's work file?
 (A) She works in the Marketing Department.
 (B) To review her performance last year.
 (C) You'll have to file your own request.
- 14** Is it your turn to drive tomorrow, or is it mine?
 (A) Neither. Jane's driving.
 (B) I'll drive you home today.
 (C) I'm pretty sure that's right.
- 15** We had better order some more food for the event.
 (A) Two large pizzas and a pitcher of soda.
 (B) It's going to take place on Friday night.
 (C) You're right. More people are attending it.
- 16** Why hasn't the appliance that I ordered been mailed yet?
 (A) You can get a discount on it.
 (B) I ordered it last Monday.
 (C) It's not in stock at the warehouse.
- 17** You're picking the German delegation up at the airport, aren't you?
 (A) They'll be here for the next two weeks.
 (B) Jeremy volunteered to go there instead.
 (C) She delegated several tasks to me.
- 18** Who's giving the presentation at the staff meeting?
 (A) It's going to start at eight o'clock sharp.
 (B) We can open the presents later in the day.
 (C) Ken told me that Ms. Ruiz is doing that.
- 19** How quickly can we get the fax machine repaired?
 (A) It was around several years ago.
 (B) Let's call the service provider and ask.
 (C) Sure, I'll send you my fax number.
- 20** What do you think about purchasing tickets for next Wednesday's concert?
 (A) Go ahead and buy a couple for me, please.
 (B) It's going to feature some popular bands.
 (C) Everyone on the team should act in concert.
- 21** Why haven't the survey results been published?
 (A) It hit the bestseller list after being published.
 (B) All the data is still being compiled.
 (C) Sure, I don't mind taking a survey.
- 22** Could you please direct me to the Marketing Department?
 (A) Take a right at the third intersection.
 (B) Follow me. I'm going there now.
 (C) He's quite an experienced marketer.
- 23** Someone had better assist that customer who has been waiting.
 (A) I'm free, so I'll give her a hand.
 (B) It's our job to provide customer assistance.
 (C) I've been waiting for almost an hour.
- 24** When is the commercial for the new product line going to air?
 (A) Sometime during the middle of the week.
 (B) It features all kinds of new cosmetics.
 (C) Yeah, she's done something new with her hair.
- 25** What about purchasing a laptop instead of a desktop?
 (A) This one is too costly.
 (B) They bought it last week.
 (C) I'd prefer not to do that.
- 26** How much money do I owe you for these items?
 (A) Don't worry. It's my treat.
 (B) I deposited it in your account.
 (C) There are five of them in total.
- 27** What caused the power to go out all over the city?
 (A) I don't know why my phone has no power.
 (B) Some electric lines got knocked down.
 (C) There will be thunderstorms next week.
- 28** Don't forget to submit your nominations for the Employee of the Month.
 (A) Thanks. I can't believe that I won.
 (B) Yes, he was nominated again.
 (C) I turned mine in to Clarice already.
- 29** When can you send someone to look at the air conditioner?
 (A) It's not very cool in this room.
 (B) I can't find anything wrong with it.
 (C) A repairman will be there by two.
- 30** I wonder what's taking Mr. Yeats so long.
 (A) He called and said he's caught in traffic.
 (B) This is much longer than I had expected.
 (C) He's looking forward to meeting everyone.
- 31** Which type of wallpaper would look best in this room?
 (A) I've never put up wallpaper before.
 (B) This is going to be my office.
 (C) They all seem all right to me.

[32–34]

- M** I'm so glad I decided to attend the seminar today. The talk which Mark Kenmore just gave on how to market products in foreign countries was brilliant.
- W** I couldn't agree with you more. He mentioned several things that seem obvious now but which had never previously occurred to me. I'm going to request that my firm implement some of his suggestions immediately.
- M** I'm glad I took comprehensive notes. I'm supposed to give a presentation on what I learned on Monday morning, and my coworkers should be pleased to hear what I have to tell them.

[35–37]

- W** I really appreciate your dropping by, Mr. Gardner. I want to show you exactly what's wrong with my apartment so that everything can be repaired.
- M** I came here as soon as I received your voicemail message, Ms. Woodrow. You indicated that there's a leaky pipe in the kitchen.
- W** Actually, that's happening in the bathroom. In the kitchen, the problem is that the light keeps blinking on and off, and it's driving me crazy.
- M** All right. Well, let me take a look at the pipe first since that's likely to be the more serious of the two issues.

[38–40]

- M** Hello, Ms. Desmond. This is Ian Carter calling from First-Class Furniture. We received your online order a few minutes ago, and we want to check on one thing.
- W** Yes? What do you need to know?
- M** You indicated that you'd like to have express shipping. However, while we have the table and chairs in our showroom, we have to acquire the sofa from our warehouse. That's going to take three days. Would you like us to go ahead and ship the table and chairs first?
- W** That would be ideal. I recently moved into a new home and don't have anywhere to sit since the movers haven't arrived with my possessions yet.

[41–43]

- W** Lionel, would you mind if one of my assistants accompanied me to our meeting this afternoon? I've got to show quite a few slides, and it would make it easier if someone else ran the projector.
- M** Sure, but what kinds of slides do you have? I wasn't expecting any type of visual aids.
- W** I visited the factory yesterday and took some pictures of the equipment which the employees there have been complaining about. The pictures are quite revealing. Once you see how everything looks, you'll understand why the foremen there have been filling out forms requesting new machinery for the past three months.

[44–46]

- M** Pardon me, but I have a problem that I hope you can help me with.
- W** I'll do my best. What's the matter?
- M** I bought this radio yesterday, but when I tried using it, it wouldn't turn on.
- W** That's peculiar. Did you visit the Electronics Department to exchange it for another item?
- M** Yes, I was just there a few minutes ago, but the manager refused to help me.
- W** Hmm... Did you bring the receipt with you?
- M** No, but I brought the box with me, and the saleswoman who sold it to me remembers me. Can we just talk to her?
- W** Normally, we require a receipt. But I'll make an exception in this case. Why don't we visit the Electronics Department together?
- M** Sure. Let's go.

[47–49]

- M** Now that the interviews are complete, we need to determine who should be hired.
- W** Eric Harrison is by far the most qualified applicant.
- M** I agree, but he didn't perform very well on his interview. I wasn't particularly impressed with him.
- W** I couldn't disagree more.
- M** Yeah? Tell me why you think that way.
- W** I thought the answers he gave were well thought out and showed sufficient knowledge of the pharmaceutical industry. Sure, he seemed a bit nervous, but he's only a college student. I don't blame him for being a bit jittery.
- M** What you say makes sense, but I'd like to call him in for a second interview before we offer him the position. Can you set it up for sometime next week?
- W** Sure.

[50–52]

- M** Hi, Melanie. It's Ken from TWP, Inc.
- W** Hello, Ken. What can I do for you?
- M** I have a question for you regarding today's lunch get-together.
- W** Sure. Go ahead.
- M** I'm new in town, so I'm not quite sure how I should get to the restaurant. Can you tell me where it is?
- W** Of course. You know where my office is, don't you?
- M** Yes. I was there yesterday.
- W** From my office, go straight down Hampton Road two blocks and then take a left onto Lemon Street. The restaurant is the second building on the right.
- M** Okay, uh, I think I can do that.
- W** You know, on second thought, how about coming here first, and then we can go to Roberto's together?
- M** I think I'll take you up on your offer.

[53–55]

Man I just read the memo HR sent to everyone. I can't believe that Ted Martin is finally retiring.

Woman A I know what you mean. It will be strange not having him around anymore.

Woman B Are we going to have a party for him?

Woman A Yes, it's being held after work next Friday.

Man We should definitely buy him a retirement present. But what?

Woman B I've no idea.

Woman A I don't think we need to worry about that too much.

Man What makes you say that?

Woman A I'm positive the company will get Ted something. We might be asked to make donations, but when someone who's been employed here this long retires, the company always provides that person with a very nice gift.

Man Oh, right. That's what happened with Mary Burns.

[56–58]

W Good afternoon, Mr. Cutler. According to the request you filed, you're interested in transferring to another branch. You specifically mentioned St. Louis. May I ask why?

M That's where my parents live.

W Do you intend to live with them?

M No, but they're both elderly, so I would like to be near them in case they require assistance. My wife and I won't be living together with them though.

W Okay. Well, there happens to be an opening in the St. Louis office, but it's in the Marketing Department.

M I can handle that. Prior to being employed here, I did some marketing work for the company I previously worked at.

W Then it's settled. I'll approve the transfer. You'll start working there on the first of October.

[59–61]

W Mr. Tanaka, I know we're planning to meet tomorrow at 9:30, but would it be acceptable to postpone our meeting until the day after tomorrow?

M How come you need to delay the meeting?

W There's a problem in one of the laboratories, so I need to spend the entire day at the Brighton facility tomorrow.

M Ah, I see. Well, Thursday doesn't work for me because I'm attending a sales conference in Framingham. How does Friday sound?

W Morning or afternoon?

M Either. I'm free all day.

W Let's get together in the morning then since I'm not sure how long we need to talk for. How about at 9:00 in my office?

M That works for me. I'll be sure I don't have any meetings the entire morning just in case.

[62–64]

Man Before we conclude our weekly staff meeting, is there anything else we ought to cover? Maya, do you have something to add?

Woman A Yes, I do. The computers we're using are getting rather old, so we should strongly consider upgrading them.

Man There isn't enough money in the budget for that.

Woman A I understand, but we can't run a lot of new programs on our computers.

Woman B That's a big problem, Jason. I tried to put the latest accounting software on my computer yesterday, but I couldn't do it.

Woman A You had problems with that program as well?

Woman B Yeah. If I can't upgrade to the new software, I'm going to be a lot less efficient at my job.

Man Okay. I'll speak with Mr. Prokofiev and see if we can get some additional funding.

[65–67]

W Hello. This is Wilma Peterson calling from Waterman Electronics.

M Good afternoon, Ms. Peterson. Is there something I can help you with?

W Yes, there is. I ordered a large number of T-shirts for my company's annual summer picnic. But I realized that I miscounted the number of employees we have.

M Sure. Do you need to purchase some more shirts?

W Yes. I forgot we recently hired a couple of new workers, so they need shirts, too.

M No problem. How big are they?

W They're both around average size, so could you add two more shirts to the size I ordered the most of, please?

M No problem. And just to inform you, we'll send the T-shirts out on Wednesday, so they should arrive by Friday.

W Thanks so much.

[68–70]

W Here are your credit card and receipt, sir.

M Thank you very much. Oh, by the way, could you give me a bit of assistance, please?

W I'll do my best. What do you need?

M I'm looking for a store that sells kitchenware. My colleagues told me there is one in the mall here, but I can't find it anywhere on the map.

W Ah, you're looking for Taylor's. It opened a few days ago, so that's why you can't find it listed. All you need to do is go to the floor above us. Take the escalator up and then turn to the right.

M That's easy. Thanks for your assistance.

W You're welcome. And thank you for shopping at Wilson's. Please come again soon.

M I will. Thanks.

[71–73]

W Good afternoon, Craig. It's Julie. I'm afraid I'm going to miss our meeting thirty minutes from now. I was on my way to your office when I received a call from my son's school. Apparently, he broke his leg while playing soccer during recess, so he has been taken to the hospital. I've got to get there as soon as I can, so that's where I'm heading now. Would you mind meeting me tomorrow in the afternoon? I'm available any time after lunch. How about sending me a text message since I won't be able to answer my phone at the hospital? I hope you understand.

[74–76]

M It appears as though the unseasonably warm weather we've been getting in December is about to come to an end. Expect temperatures to plummet from today's high of 15 degrees to 3 degrees by tomorrow afternoon. And that's not the worst part. Tomorrow night, the temperature is going to drop below freezing, and it's highly likely that we'll see some snow flurries around midnight. By the day after tomorrow, you can expect up to 5 centimeters of snow along with temperatures as low as minus 5 degrees Celsius. So be sure to dress warmly when you go out tomorrow and be prepared for snowy conditions.

[77–79]

W I've got some great news for all full-time and part-time employees here at the Western Department Store. You are now eligible for membership at the Coldwater Swimming Pool, which has just opened for the summer. Full-time employees can receive 50% off an individual or family membership while part-timers are eligible for 30% discounts on either type of membership. Both types of employees qualify for 60% discounts on swimming lessons. If you're interested in this great deal, speak with Juliet Foreman in the personnel office on the second floor. She can provide you with all of the details.

[80–82]

W The Lexington Orchestra is holding open auditions this Saturday, April 2. The auditions will be held in the Cogswell Concert Hall from 9 A.M. until 8 P.M. No reservations are necessary. Simply show up with your instrument. You'll be asked to play two classical pieces and one modern piece of the conductor's choice. We welcome individuals who can play any instrument, but we're particularly interested in having more violins in the orchestra this year. Please note that members of the orchestra won't receive any financial compensation but will be given four complimentary tickets to each of the six summer performances.

[83–85]

M I know that each and every one of you works hard and that you have numerous deliveries to make on your routes. However, I've been getting some complaints from our customers regarding mistakes you've been making. We got a call this morning from a customer who claimed that the items in the package he received were shattered. They were antiques, so he's requesting \$1,200 in compensation. Another customer remarked she was given a package belonging to someone else. We need to cut down on these and other mistakes. So please be more careful, or I'm going to have to let some of you go if you can't improve your performance.

[86–88]

W We've narrowed the job search down to the following three candidates: Vladimir Sobieski, Wilma Howard, and Maya Freeman. Each applicant has outstanding credentials and comes highly recommended. They all spent time here interviewing as well. Now, we need to arrive at a consensus regarding whom we should offer the open position to. I have my own personal favorite, but I'd like to hear from every one of you regarding yours. So let me give you all a chance to speak in support of the person you'd like to become your new colleague. Jeff, let's start with you.

[89–91]

W As you know, we offered managerial positions to three applicants last week. We received positive responses from two of them. Both Jay Carpenter and Katy McDaniel accepted our offers and will begin working here two weeks from today. As for Delilah Cohen, she demanded more money than we're willing to offer, so we've retracted our offer of employment to her. We contacted Lucy van Horton this morning, and she requested one day to consider our offer. I think she's concerned about having to come here from across country, but I've been authorized by HR to cover her moving expenses if she requests that.

[92–94]

W Hello, Ms. Richardson. This is Emily Jenkins from JW Consulting. I sent you a schedule of the activities for next week's workshop by e-mail, but I haven't received a response yet. I'd like you to know I've decided that you're not going to give the lecture on foreign currency exchange this year. Instead, I'd like you to speak about solving workplace problems. The reason is that Brian Andropov just informed me he can't participate in this year's workshop, so you'll be taking his place. Thus you'll be speaking on a different day than you were previously scheduled. Let me know if this is going to be a problem.

[95–97]

M Welcome to McMaster's Farm. We have one of the largest farms in the area. We grow crops and raise animals here on the farm. As you can see in the fields directly behind me, the corn is growing high and is almost ready to be harvested. The fields in the east are full of grass. We're going to go horseback riding in them a few minutes from now. To the east are where the sheep graze during the day. And right behind you is the barn, which you can see clearly. The field in back of it currently has some tomatoes and potatoes growing in it.

[98–100]

M Hello. This is Mark Kelly. I'm calling because I was overcharged on my phone bill one month. This summer, I visited Europe for two and a half months and didn't take my phone. Before leaving in June, I used my phone a few times, but I didn't use it in either July or August. I expected only to pay the basic rate 50 dollars each month, but I somehow got charged extra money. I don't believe I should pay that since I didn't start using my phone again until September. Would you please call me back at 504-5495 to let me know what's going on?