

QuickPrep

NEW

TOEIC

600

2

3 Actual Tests

Answer Key & Scripts

Test 1

PART 1

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

PART 2

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

PART 3

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

PART 4

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

PART 5

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

PART 6

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

PART 7

- 147 (C) 148 (D) 149 (B) 150 (C) 151 (C)
152 (A) 153 (B) 154 (B) 155 (A) 156 (B)
157 (C) 158 (B) 159 (C) 160 (C) 161 (B)
162 (C) 163 (B) 164 (C) 165 (B) 166 (B)
167 (B) 168 (C) 169 (D) 170 (A) 171 (B)
172 (C) 173 (B) 174 (D) 175 (B) 176 (D)
177 (A) 178 (B) 179 (C) 180 (A) 181 (D)
182 (B) 183 (B) 184 (D) 185 (B) 186 (C)
187 (D) 188 (B) 189 (A) 190 (A) 191 (D)
192 (A) 193 (B) 194 (B) 195 (C) 196 (D)
197 (A) 198 (C) 199 (B) 200 (C)

PART 1

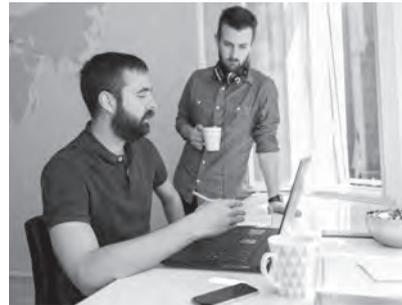
p.8

1



- (A) Bicycles are being ridden by people.
(B) All of the bicycles have baskets on them.
(C) Bicycles are available to rent.
(D) The tire on one bicycle is being changed.

2



- (A) The men are standing by the window.
(B) They are wearing long-sleeved shirts.
(C) Both men are typing on laptop computers.
(D) The two men are looking at the same thing.

3



- (A) He is taking an elevator to the second floor.
(B) The man is working in the basement.
(C) The man is standing on a ladder.
(D) He is coming down from the roof.

4



- (A) Some people are running in a race downtown.
(B) They are using the facilities at a fitness center.
(C) The customers are paying for their gym memberships.
(D) All of the people are wearing shorts and T-shirts.

5



- (A) Everyone in the room is seated at a desk.
- (B) They are reading something written on the board.
- (C) The students are leaving the classroom.
- (D) Some of the students have raised their hands.

6



- (A) Soup is being poured into a bowl.
- (B) Items have been placed on the counter.
- (C) Some water is boiling in the pot.
- (D) Eggs are being cracked open by the chef.

PART 2

p.12

- 7 How well did you perform on your license test?
 - (A) On the 28th of the month.
 - (B) Yes, it was a great performance.
 - (C) Actually, I didn't pass.
- 8 Why don't we send the products by express mail?
 - (A) No later than tomorrow.
 - (B) Mr. Darwin will not authorize that.
 - (C) I've never heard that expression.
- 9 Simon knows the passcode for the lab, doesn't he?
 - (A) Yes, it's 4-1-4-2.
 - (B) I'm pretty sure he does.
 - (C) No, Simon's not there anymore.
- 10 Have you booked a place in Toronto yet?
 - (A) I left the book on your desk.
 - (B) We'll be there in July.
 - (C) Ms. Landry will handle that.
- 11 Ms. Woods would like to renegotiate the contract with us.
 - (A) She agreed that she wouldn't do that.
 - (B) Yes, she already contacted us this morning.
 - (C) The negotiations will end soon.
- 12 Which shampoo is being offered at a discount?
 - (A) The one made by Gellman, I believe.
 - (B) More than twenty percent off.
 - (C) No, that's not the shampoo I use.
- 13 Why is the elevator not running now?
 - (A) In the park for around an hour.
 - (B) Repairs are being made to it.
 - (C) It runs twenty-four hours a day.
- 14 Sara should consider resubmitting the documents.
 - (A) I submitted them on Friday.
 - (B) I counseled her to do that.
 - (C) Yes, it was a documentary.
- 15 Where in the city should we take our guests first?
 - (A) The aquarium is popular with visitors.
 - (B) I'm waiting for them downtown.
 - (C) See you at the zoo later in the day.
- 16 Shall we approve the transfer request or deny it?
 - (A) Yes, she transferred here.
 - (B) That's right. We did that.
 - (C) I'm trying to make up my mind.
- 17 Does Ms. Thompson have the keys to the storage room?
 - (A) Right beside the cafeteria.
 - (B) I've got them right here.
 - (C) That's the key to doing well.
- 18 Several bugs have been reported in the new software.
 - (A) Insect spray should solve the problem.
 - (B) Call Jake to have them removed.
 - (C) Yes, I installed it on my computer.

- 19 Doesn't this train stop at the next station?
 (A) Not to the best of my knowledge.
 (B) Yes, he got out at Riverside Station.
 (C) No, I've never stopped off there.
- 20 Who volunteered to staff the booth at the job fair?
 (A) Both Clarence and Thelma.
 (B) All weekend long, I think.
 (C) I agree that the choices aren't fair.
- 21 Is the clinic located on the third or fifth floor?
 (A) It's my third time to go there.
 (B) No, it's not located on this floor.
 (C) We'd better check the website.
- 22 There's some water leaking in a bathroom pipe.
 (A) I'll contact a plumber at once.
 (B) News about mergers always leaks.
 (C) Go down the hall and turn left.
- 23 Could someone help me install this software?
 (A) No, the company isn't stalling at all.
 (B) I'm not skilled at using computers.
 (C) Yes, it should be put on every laptop.
- 24 Everyone was surprised to hear Mr. Farber resigned.
 (A) I believe he had some sort of family emergency.
 (B) He's supposed to start here on Monday.
 (C) Yes, the contract signing was a big surprise.
- 25 What gate does our plane depart from?
 (A) I'm afraid the flight hasn't taken off yet.
 (B) Approximately two hours to Moscow.
 (C) It's the one at the end of the terminal.
- 26 Shouldn't we begin repairing the roof immediately?
 (A) I was told a contractor will handle it.
 (B) It suffered damage in several places.
 (C) Repair work always takes a long time.
- 27 A health inspector visited the restaurant last night.
 (A) I hope he enjoys his meal.
 (B) Were any problems reported?
 (C) Yes, we dine there once a month.
- 28 You're planning to visit the grocery store tonight, aren't you?
 (A) Just as soon as I get off work.
 (B) At the corner of Maple and Broadway.
 (C) She's got plenty of groceries at home.
- 29 Was Mr. Dodgson impressed with the demonstration?
 (A) I'll demonstrate how you can operate it.
 (B) He didn't share his opinion with us.
 (C) In a meeting with the sales representative.
- 30 Where does Mr. Marshall keep the client files?
 (A) In a locked cabinet in his office.
 (B) Okay. I'll file everything after lunch.
 (C) The client should arrive here soon.
- 31 The keynote speaker will discuss her recent research.
 (A) That's what I'm going to research.
 (B) The receptionist has the keys.
 (C) I've heard her speak twice before.

[32-34]

- M Pardon me, but do you know where I can catch the shuttle bus to the Milton Hotel? My friend told me it was around here, but I believe he was mistaken.
- W I'm afraid to inform you that it doesn't come to this terminal. You need to head over to Terminal A. You can get there by walking in that direction for around ten minutes. You'll see the signs for it.
- M Thanks for the information. You wouldn't happen to know if I have to pay to take the bus, would you?
- W I believe there is a fee, but I'm not sure how much it is.

[35-37]

- M Clarice, have you had the opportunity to read over the proposal made by Turner Construction? I thought it was rather well done.
- W Actually, I came to the opposite conclusion. If you ask me, we ought to go with Randolph, Inc. It made a superior bid for our services.
- M Seriously? We've always had a great working relationship with Turner, so I'm shocked by your response. If you don't mind my asking, why do you believe that?
- W I don't have time to answer that question now because I've got to have lunch with Ms. Wilson. Why don't we meet in my office at two to discuss this matter?

[38-40]

- W Hello, Mr. Morris. This is Helen Carter from the Dobson Corporation. I wonder if it would be all right if I brought my boss to the product demonstration you're giving at 3:30 today. He expressed an interest in attending it.
- M By all means, he's welcome to come to the event. Could you please let me know his name so that I can have a visitor's pass waiting for him when you arrive?
- W Of course. His name is Maurice Candide. He's also likely to stay afterward to ask you a few questions about the Rover 2000. I hope you don't mind doing that.

[41-43]

- W Daryl, are you aware that Kyle Hampton turned down the job we offered him? That totally caught me off guard because he seemed so enthusiastic to work here at the interview.
- M I spoke with Kyle on the phone this morning, and he informed me about his personal situation. His father just discovered that he has an illness, so Kyle is returning to his hometown for a while.
- W Ah, that makes sense. Do you think he'd be open to working with us in the future? He's really ideal for the position.
- M I think so. He said he'd get back in touch with us around six months from now.

[44-46]

- M The fabric we received from PRT, Inc. simply isn't of high enough quality for us to use to make any of our clothes. We have to return it and then find a new supplier.
- W There are three other companies which produce the kind of material we require. Which one of them do you want me to contact?
- M Get in touch with all of them and have them send representatives here with a bunch of different samples. We need to make a deal within the next two days if we don't want to shut down production. Tell them how big the contract is, and they should send people fast.

[47–49]

- M Hi, Karen. This is Peter Stanford. I must admit that I was impressed by the articles you submitted for consideration.
- W Thanks for saying that. Do you have any plans to publish them?
- M Not these, but I like your style a great deal, so I'd like to employ you as a freelance writer.
- W That's great news.
- M Wonderful. I've got a couple of assignments for you to work on. If you can complete them both by next Tuesday, they should appear in the September issue. I'll e-mail you the details.
- W That sounds perfect. I'll check my inbox as soon as I get home tonight and then promptly get started on the work.

[50–52]

- M1 It appears as though next year's budget is going to be reduced by ten percent.
- W Is the same thing happening to all of the other departments?
- M1 No, most of them had their budgets remain the same or increase slightly.
- M2 That's bad news for us.
- M1 You can say that again. Fortunately, we won't have to lay anyone off. However, we're going to have to be more efficient in the way that we work.
- W Why don't we call a meeting in order to discuss this matter with everyone in the department?
- M2 Good thinking. Let's do it today since everyone's going to be upset when they hear the news.

[53–55]

- W Justin, I've been put in charge of organizing the conference we're holding this spring.
- M Congratulations, Emily. It looks like your hard work is getting rewarded with more responsibilities.
- W Yeah, but the problem is that I've never done anything like this before. I have no idea how to start.
- M I recommend speaking to the person who organized last year's event.
- W Luke Smith doesn't work here any longer. So . . . do you think you could give me a few tips?
- M Yeah, I can spare some time for that. When would you like to meet?
- W How about talking this over during lunch today? It'll be my treat since you're lending me a hand.

[56–58]

- M Check out these numbers from the last two quarters. Can you believe our sales have increased by nearly forty percent?
- W That's impressive. But do you think it's sustainable?
- M I do. The entire market has been expanding, and we're in the perfect position to take advantage of it. In fact, our sales could potentially double during the next year.
- W If that happens, we'll undergo a lot of changes, especially with regard to the number of people we employ.
- M You're right. Do you mind writing a report on what might happen in that case? I'd like to be prepared for the future.
- W No problem. I'll get it to you first thing tomorrow.

[59–61]

- W I read in this morning's newspaper that Capital Holdings is going out of business. Were you aware of that?
- M I had heard some rumors about that. How do you think it'll affect us?
- W If we're lucky, we'll be able to pick up some of its clients. Do you happen to know anyone who works there?
- M Shawn McMullen has been one of my friends for a decade.
- W Is that so? We might consider offering him a job if he could encourage some of his clients there to invest with us. Would you mind talking to him?
- M Not at all. Let me finish checking this budget report, and then I'll give him a call.

[62–64]

- M Ashley, Mr. Wilcox wants me to visit 58 Bradbury Street after lunch to deliver some items.
- W1 I thought we weren't visiting that place until Thursday.
- M That was the original plan, but the shrubs Mr. Carter ordered for his home arrived today, so it would be best to plant them immediately.
- W1 That makes sense.
- M Do you have some time to lend me a hand? I doubt that I can plant everything by the end of the day if I work alone.
- W1 Sure, I can accompany you. Cynthia, how about coming along as well?
- W2 I'll drop by after planting some lilacs at J.T. Brightman's. I'll arrive there around two.

[65–67]

- M Lisa, I received an e-mail from a potential customer asking about the ingredients in some of our health-food products. How should I respond?
- W Write the person back and tell him to contact someone in R&D.
- M All right. Just so you know, he wrote that he owns a chain of stores and is considering stocking some of our products.
- W Oh . . . that changes everything. He's got the potential to buy in bulk. You'd better have someone call him directly.
- M Sure. I'll write him back and tell him to expect a call soon.
- W After that, you should give Jim Nguyen a call and explain the situation to him. He knows our products the best.

[68–70]

- W Thanks for the update on our sales in Europe, Tom. Before moving to our next topic, would you mind answering a question?
- M Not at all. What are you curious about?
- W Why did sales in Italy increase so much? I mean, sales were up everywhere except for Spain, but they rose more than forty percent in Italy.
- M We ran a successful ad campaign there. The media company we hired produced some commercials popular with youths.
- W That's interesting. Does this firm work in other European countries? If so, we ought to have it make more ads for us around the continent.
- M I'll speak with the owner of the company and get back to you before the day's over.

[71–73]

M Hello. My name is Eric Weatherby, and I'm calling to speak with Alice Hampton. Ms. Hampton, we met two weeks ago at the Mercury Convention Center in Dallas. You indicated that your firm is interested in upgrading the high-end electronics and components it uses for its laptops and desktop computers. We at Jarvis Machinery can provide you with everything you need. I'm going to be in Philadelphia all next week, and I'd love to drop by your office then. If that's possible, please call me back at 847-3032 in order to arrange a meeting. I'll be heading to New York and Boston the following week, so we need to be sure to meet sometime between April 5 and 9. Thanks. Goodbye.

[74–76]

W Good morning, everyone, and thanks for visiting the Bayside Botanical Gardens. I'm Amy, and I'm going to escort you through some of our more popular places. Before starting, I'd like to tell you a few important things. First, keep your voices down at all times. This will prevent you from bothering both other visitors and the animals that make their homes here. Next, while photography is permitted, please do not use flashes as they can disturb the animals. Last, you must remain on the trail and not go wandering off into the forest. We have many rare plants and don't want you to step on them. Okay, let's get started. We're going to check out some of our tropical flowers first.

[77–79]

W I've analyzed the data I was given, so let me cover it with all of you. We've sold more tickets than ever before; therefore, attendance at our plays is up on the year. In fact, we're at ninety-six percent capacity, so there aren't too many more tickets to sell. Unfortunately, concession sales are not up but are down instead. That's somewhat puzzling because attendance has increased by more than twenty percent from last year. I propose maintaining our ticket prices at their current levels because we don't want to drive anyone away. But let's ask some theater-goers to complete a survey regarding concessions. Perhaps our prices are too high, or maybe we're not serving the food people want.

[80–82]

M This is Dave Banyan live on WHMR radio. It's time for the early morning weather report. Commuters are in for a bit of luck today as this morning's drive will be under sunny skies. Expect the temperature to remain around five degrees Celsius nearly all day. It's going to start getting cloudy in the afternoon, but don't worry because snow won't begin falling until most of you listeners have already arrived home. The first snow will fall around eight tonight, and it's not going to stop coming down until sometime tomorrow. By the time you wake up, there should be more than ten centimeters of snow on the ground. Be sure to enjoy today because it's going to be the last pleasant one for a while.

[83–85]

W Listen up, please, everybody. We're going to have a cleaning crew come in here over the weekend. You all need to make sure your workstations are in order before they arrive. Do not leave any loose papers on your desks. Make sure that they, along with all of your electronic devices, are locked securely in your desks and cabinets. These include laptops and radios but not printers. The crew has been instructed to clean thoroughly. They are going to dispose of anything they find in the wastebaskets and on the floor. They're also going to completely empty the refrigerator in the lounge. If you have anything in it you want to keep, I suggest removing it by this Friday.

[86–88]

M I hope you enjoyed your time at the royal palace. Now that we've seen it, we have arrived at the conclusion of today's tour. It's time to return to our bus and board it so that we can start the process of dropping everybody off at your hotels. We're going to take you to your hotels in the reverse order of how you were picked up. So the people who joined the tour last will get returned to their hotels first. All of you are welcome to get off the bus at any time, but please let me know if you're not planning to return to your hotel so that we can rearrange our route if necessary. All right, please follow me, everyone.

[89–91]

W Thank you very much for showing us how your invention works, Dr. Wallace. All right, listen carefully, everybody. I want to hear your impressions of the product you just saw demonstrated. Please provide your honest opinion no matter if you liked or disliked it. Instead of speaking as a single group, how about breaking up into groups of four people each? Talk amongst yourselves for approximately ten minutes, and then we'll reassemble as a large group in order to go over our thoughts and feelings together. Okay, let's get started so that we can state our opinions before our initial feelings fade away. As soon as we complete our discussion, then we can break for lunch.

[92–94]

M May I have your attention, please? This announcement is for passengers with tickets for Flight 77 from San Diego to Mexico City. The flight is scheduled to leave at 8:45 this morning. Unfortunately, the door on the walkway isn't functioning properly. It won't open, so we need every passenger to head to the gate directly across the terminal as you will be flying on a replacement plane. We will therefore be boarding at Gate 31 rather than at Gate 30. If everyone would please move quickly; there will be no need to delay our departure. The flight attendants and ground crew are preparing the new plane right now, so we should be able to initiate the boarding process in a quarter of an hour.

[95–97]

W Jason, it's Linda at Anderson Power. I know we were planning on meeting at my office and then traveling to the worksite together, but my boss ordered me there this morning. After finishing lunch, please meet me there. Then, we can review the progress that has been made. Be sure to avoid taking the Hamilton Street exit. A water main burst, so a construction crew is on site. Traffic there is a big mess. Instead, get off at the Burnham Road exit. If you can't find your way from there, call me, and I'll give you directions. There's one last thing. Would you please bring the blueprints for the building? Mary Duncan is expecting you to pick them up at her desk. Thanks. Bye.

[98–100]

M Revenues are up in every department, which we can thank the booming economy for. People have decided it's time to start shopping, so they're spending plenty of money. Let me show you the results from the third quarter. As you can see, our clothing departments comprised the majority of our sales. The second-place finisher was something of a surprise though. Our furniture sold exceptionally well, most likely because we introduced a new line of products and discounted it for a couple of months. Still, we managed to make a profit despite the reduced prices. Coming in third were our electronic items while toys and stationery items came in fourth. Now, I'd like to turn things over to Carmen Stuart, who's going to provide some in-depth comments on these numbers.

Test 2

PART 1

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

PART 2

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

PART 3

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

PART 4

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

PART 5

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

PART 6

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

PART 7

147 (C) 148 (C) 149 (D) 150 (A) 151 (C)
152 (D) 153 (D) 154 (C) 155 (B) 156 (C)
157 (A) 158 (B) 159 (A) 160 (C) 161 (B)
162 (A) 163 (B) 164 (B) 165 (C) 166 (A)
167 (B) 168 (C) 169 (A) 170 (B) 171 (A)
172 (B) 173 (C) 174 (D) 175 (A) 176 (C)
177 (B) 178 (A) 179 (A) 180 (D) 181 (C)
182 (A) 183 (C) 184 (B) 185 (A) 186 (C)
187 (D) 188 (B) 189 (A) 190 (B) 191 (C)
192 (B) 193 (D) 194 (B) 195 (A) 196 (B)
197 (B) 198 (A) 199 (B) 200 (D)

PART 1

p.52

1



- (A) The woman is doing her laundry.
- (B) The woman is ironing some clothes.
- (C) The woman is drying a shirt.
- (D) The woman is washing a dress.

2



- (A) The passengers are getting off the train.
- (B) Everyone has been prepared for takeoff.
- (C) They have already boarded the bus.
- (D) Most of the people are sitting in seats.

3



- (A) Several tables have been set with utensils.
- (B) Diners are enjoying their meals at the restaurant.
- (C) Food is being brought to some of the tables.
- (D) All of the tables are covered by umbrellas.

4



- (A) The man is playing the guitar at a concert.
- (B) One instrument has been placed on the counter.
- (C) Musical instruments are hanging from the wall.
- (D) The customer is holding one of the guitars.

5



- (A) Both men are talking on their phones.
- (B) They are giving instructions to some people.
- (C) They are walking and talking at the same time.
- (D) A document is being examined by one worker.

6



- (A) The grass is being mowed by someone.
- (B) The gardener is taking care of the grounds.
- (C) Trees have been planted in a couple of rows.
- (D) The entire park is currently being watered.

PART 2

p.56

7 I'm considering accepting the transfer to headquarters.

- (A) Yes, she's moving to the main office.
- (B) Congratulations on your promotion.
- (C) That's exactly what I would do.

8 Do any airlines have direct flights from here to Beijing?

- (A) I recommend checking out Falcon Air.
- (B) Arriving straight from San Diego.
- (C) Yes, I've visited Beijing three times.

9 Where do you normally fill your car with gas?

- (A) A little less than half a tank.
- (B) No, you don't need to fill it up.
- (C) At a place around the corner.

10 Haven't the foreign clients already toured the facility?

- (A) Tours last for approximately one hour.
- (B) That's happening after they have lunch.
- (C) From Brazil or Mexico, I believe.

11 Construction on the factory is moving faster than expected.

- (A) I'll be moving to my new home this weekend.
- (B) The foreman is doing an outstanding job.
- (C) Right. The factory is on the outskirts of town.

12 When should we arrive to set up for the event?

- (A) Yes, that's the event that I mean.
- (B) An hour early would be ideal.
- (C) It's scheduled for the fourteenth.

13 We ought to proofread our work before submitting it.

- (A) Do you have enough time for that?
- (B) No, I haven't turned it in yet.
- (C) What's the matter with him?

14 Which has a better chance of success, Lucy's plan or Carla's?

- (A) Lucy plans to take the day off tomorrow.
- (B) I haven't come to a conclusion yet.
- (C) Lucy works in the Accounting Department.

15 The decision regarding the budget will be made tomorrow.

- (A) A positive response would be welcome.
- (B) I'm so pleased they approved our request.
- (C) I let you know what I decided to do.

16 Someone named Ms. Jenkins telephoned you during lunch.

- (A) She doesn't work here any longer.
- (B) Sandwiches at the restaurant downstairs.
- (C) I'd better get in touch with her then.

17 Tomorrow's forecast calls for snow, doesn't it?

- (A) Several centimeters, in fact.
- (B) Yes, it's snowing right now.
- (C) No, nobody called today.

18 Which seminar takes place right after the break?

- (A) No, I don't think it's broken.
- (B) I've got to check the schedule.
- (C) That's the one I'm attending.

19 Couldn't you join Ms. Stravinsky's team instead?

- (A) She doesn't have any more room.
- (B) The game will start in the evening.
- (C) No, we haven't teamed up before.

20 Who's interested in working overtime this weekend?

- (A) Time and a half for extra work.
- (B) Rick would like to earn more money.
- (C) No more than ten hours a day.

21 Is Dr. Brown able to see me this afternoon?

- (A) No, I can't see anything at all.
- (B) There's a spot available at three.
- (C) Sure, you can drop by tomorrow.

22 Most of the applicants are unqualified for the position.

- (A) Finally, some positive news.
- (B) Why didn't she qualify then?
- (C) We'd better place another ad.

23 Does Janet Smith remember what they talked about?

- (A) She doesn't have the best memory.
- (B) I haven't spoken with them today.
- (C) Janet's giving a talk in the auditorium.

24 If I were you, I'd speak with an attorney immediately.

- (A) No, she's not in a rush.
- (B) Arguing a case in court now.
- (C) Do you know one's number?

25 Which exit do we take to get to the beach?

- (A) Approximately ten more minutes.
- (B) Either this one or the next.
- (C) The second floor, I believe.

- 26 We need to confirm our reservation at Crystal Express.
 (A) Ms. Jones handled that during our meeting.
 (B) Something from the lunch menu.
 (C) A party of eight at six this evening.
- 27 Mr. Wilson needs to choose whether to visit Jakarta or Sydney.
 (A) A seat in business class.
 (B) For the next two weeks.
 (C) I'd select the latter.
- 28 How much is the discount on this sweater?
 (A) It retails for eighty-five dollars.
 (B) It comes in blue, green, and gray.
 (C) Thirty percent until this Friday.
- 29 We shouldn't invest in that firm, should we?
 (A) Not without more information on it.
 (B) Yes, its investments are doing exceptionally well.
 (C) More than half a million dollars.
- 30 Can you turn down the volume on the television?
 (A) A program on the sports channel.
 (B) I didn't know it was bothering you.
 (C) She's watching her favorite show.
- 31 Why does the copier keep making that strange noise?
 (A) I'd say it's time to contact the service provider.
 (B) Can you make ten double-sided copies, please?
 (C) No, I'm afraid I didn't hear anything at all.

PART 3

p.57

[32–34]

- W Good afternoon, Jack. I'm surprised to see you here. I thought you always did your clothes shopping online.
- M I do that for myself, but I'm here to get a birthday present for my wife. So how is your new business going? Didn't you open another restaurant a week ago?
- W That's right. It's getting diners all day long from lunchtime to closing. All three of my locations are doing so well that I'm thinking of opening another place in Richmond.
- M Congratulations. It's wonderful to hear that business is so great. Well, I need to finish shopping so that I can get back to my office for a meeting. I'll see you later.

[35–37]

- M We've been receiving numerous complaints from customers. Apparently, some staffers are responding to customers' inquiries in ways they consider impolite. We absolutely must do something to make that halt.
- W Let's bring in a customer service expert to speak with all of the employees. We can have the person conduct training sessions for employees in individual departments. We'll start with Sales since all of its members directly interact with customers.
- M I like the sound of that. I'll talk to Judy in HR to see if she knows anyone that we can hire to speak to us. I'll try to get the person to come no later than next week.

[38–40]

- W Mr. Burns, after careful consideration, I've decided to take your advice, so I'm going to enroll in the MBA program at Central University starting in the fall semester. I'll be attending classes in the evening there.
- M That's a prudent decision, Melanie. It should help you acquire the skills you require to get the promotion you're seeking. If you ever need to get off work early to get to class on time, just ask.
- W I appreciate the offer, but I don't think that will be necessary. I'm going to do my best to register for classes that start after 7:30. That should give me a sufficient amount of time to reach the campus.

[41–43]

- M Excuse me, but I have something of a problem. I'm afraid I lost my keycard somewhere on the subway, so I don't have any way to get into my room.
- W That's no problem, sir. If you can just give me some form of identification and let me know which room you're staying in, I can make a new one for you momentarily.
- M That's great. My name's Sid Harper, and I'm in room 1202. Here's my driver's license.
- W Thank you very much, Mr. Harper. You should be aware that we charge a \$5 fee for replacement cards. Shall I go ahead and add that to your bill?

[44–46]

- M Hello. I'm calling about the home available at 38 Braxton Road. Would it be possible for me to view the residence sometime today?
- W I'm terribly sorry, but that house has been taken off the market as another person just rented it. However, I have two other homes similar to the one you're interested in.
- M I'm listening. What exactly can you tell me about them?
- W Each has two bedrooms, and they are in the same neighborhood. In fact, one is even on Amber Street, so it's right around the corner from Braxton Road. Why don't you drop by here around three thirty, and I can show them to you?

[47–49]

- M Wendy, did the order from Geraldine Cosmetics ever arrive? We simply have to get those products on the shelves before the sale starts tomorrow.
- W Yeah, we received several boxes while you were out at lunch. Dave put them in the backroom.
- M Do you think both of you can start unpacking them and putting them out for display? I can deal with the customers while you do that.
- W Sure, which aisle should we put them in?
- M Aisle nine. That's where all of the other Geraldine products are. Talk to Dave as he knows where they go.
- W Okay, he's on his break now, so we'll get started once he comes back.

[50–52]

- M1 Melanie, do you drive to work or take public transportation?
W I always drive.
M1 How about you, Jeff?
M2 I sometimes drive and sometimes take the bus. Why?
M1 Would you care to join the carpooling program which we're setting up? So far, more than twenty employees here have expressed an interest in it.
W What would I need to do?
M1 It's simple. We'd match you up with two or three people who live in your area. Then, you'd all drive to work together.
M2 Melanie, how about getting paired with me? We live in the same neighborhood, so I'm sure that would work for both of us. You can drive from Monday to Wednesday.
W Sounds great.

[53–55]

- W David, rumor has it that you're considering handing in your resignation. Is there any truth to that?
M Pretty much. I'm feeling overwhelmed here, so I'm not sure if this job is the right one for me.
W What do you plan on doing afterward?
M I haven't given much thought to the matter. Maybe I'll apply to law school or something.
W Why don't you let me help you with your work for a couple of weeks? I was once in a similar situation, so I'm the right person to lend you a hand.
M I'm not sure about that. Do you think that would work?
W I'm still here five years later, aren't I?

[56–58]

- M I'm so glad you're both here. You should be aware that we're opening a branch office in Dublin.
W1 That's wonderful news. I didn't know we were planning to expand.
M We are, and we've decided to send you two over there to run the office.
W2 Both of us? So Lisa and I would be there together?
M Yes, since you work well as a team. Are you interested in going, Samantha?
W2 I'd love to. It's been a dream of mine to work abroad for a long time. And I won't have to learn a foreign language either. Lisa?
W1 I'll have to give it some thought. Could you give me twenty-four hours to make my decision?

[59–61]

- M Carlotta, you need to be absolutely sure that you take all of your medication even after you start feeling better.
W What will happen if I don't do that?
M You're likely to have a relapse, so you'll wind up back here in my office again. Only this time you'll feel even worse.
W All right. Where can I pick up everything you want me to take?
M I'll have the receptionist out front give you your prescriptions when you take care of the bill. You can have them filled at any pharmacy you like. And call the office if you need a refill. I'll approve it.
W Thanks. I appreciate it.

[62–64]

- W Here is the information you requested. I made a graph so that you can easily compare the numbers by month.
M Hmm . . . I'd say we've done an outstanding job of keeping under budget the past four months.
W That's true. We haven't gone over \$20,000 in spending recently. I think we have only done that once in the past ten months.
M Excellent. The last departmental manager, Mr. Schmidt, always went over budget, but I won't permit that to happen.
W Sounds good, sir.
M Now, let's look at the month when spending was the lowest. I want to figure out what we did then to see if we can duplicate it in the future.

[65–67]

- W Ted, you have failed to submit the documents from your visit to San Diego last week. You'd better do that soon if you want to get repaid.
M Oh, yeah. I think I received an e-mail about that from someone in your department. I'll take a look at it and turn in everything by the end of the day.
W Thanks. By the way, are you planning to attend this afternoon's workshop?
M Yes, I am. Why do you ask?
W So many people have signed up that the venue has changed. It's going to be in the auditorium now instead of in the conference room.
M I had no idea. Thanks for letting me know that.

[68–70]

- M Here's the floorplan of our new office building. How do you like it?
W Wow, we're going to have much more space than we need. What are we going to do with it?
M Well, we're bringing on some new workers this fall, so every office will eventually get used. In the meantime, several rooms will be locked until somebody uses them.
W Okay. Where do we intend to put the conference room? Beside the elevator or by the lounge?
M Neither, actually. It's going to be opposite room 1205. Since it's facing north, it'll have a great view of the city.
W In that case, I'd like room 1202, please.
M That can be arranged.

PART 4

p.62

[71–73]

- W Good morning, Ms. Watson. This is Sandra Pushkin calling from Full Plate. You just e-mailed us asking for a change in the menu for the retirement party tomorrow. I'd like you to know we can easily make another sandwich platter as requested. However, we cannot provide any fresh tuna sushi platters. According to our store policy, those must be ordered three days in advance because the tuna is delivered fresh from the Pacific Ocean. I regret to inform you about that. May I suggest ordering some salmon sushi platters? Each plate is twenty percent cheaper than the tuna and tastes delicious. Let me know if you want it by 5:00 today so that I can make the arrangements.

[74–76]

M Good afternoon, shoppers. Today only, take advantage of some special deals here at the Lexington Mall. Every one of our stores and restaurants is offering items at discounted prices in honor of the holiday. Drop by Jasper's Department Store to get discounts of thirty percent on men's, women's, and children's clothes. Pay a visit to the Seaside Café to get twenty-five percent off drinks. And get forty percent off everything in the store at Harper's Books. These are only a few of the sales going on today. For more information, pick up a flyer near any entrance or ask the workers at individual stores. We're staying open later than usual tonight, so you can enjoy shopping until 9:00.

[77–79]

M I called this meeting because we're facing a serious issue. We're selling so many products at our stores this holiday season that our inventory is at dangerously low levels. Unless we find a way to have our suppliers send us products faster, our customers are going to be greeted by empty shelves. This cannot be allowed to happen. I'm going to e-mail everyone a list once this meeting ends. It contains the names and contact information of the suppliers you should call. It also includes the name and amount of each product we require. Get in touch with them and have them ship those items to us immediately. If we have to pay extra for expedited shipping, that's acceptable.

[80–82]

W Welcome back, everyone. In the final half hour of tonight's program, I'm going to do something I've never done before. I'm going to conduct a live interview. Musician Marie Clarence is here in the studio with me now. She's currently on a nationwide tour and is visiting Scottsdale to put on two performances. The first will be tomorrow night while the second is on Saturday evening. Tickets are still available, so book some if you're interested in seeing a great performance. I'm a huge fan, so I'll be attending both shows. If you have any questions for Ms. Clarence, call 980-3902 to speak with her live. All right, let's get started. Ms. Clarence, thanks so much for agreeing to come here.

[83–85]

M Our engineers have determined there's a problem with the engine in this year's model of the Percival. We have to get in front of the news cycle by announcing the problem and what we intend to do promptly. If a journalist publicizes the problem first, we'll instantly be on the defensive. So I'm going to hold a press conference one hour from now. During it, I'm going to discuss the problem in detail and explain how we'll solve it. All Percival owners will be instructed to take their vehicles to the nearest Claymont dealership to have the issue fixed. In doing that, we ought to be able to avoid too much negative publicity. Questions?

[86–88]

W There's someone here that I'd like everybody to meet. His name is Richard Berman, and he's your newest colleague. Richard comes to us from Cincinnati, where he worked at PTL Engineering for three years. Prior to that, he attended graduate school in Portland. Richard specializes in mechanical engineering and has even patented several machines. He's the first person I've met who has accomplished this feat. Richard is new to Nashville, so I hope you make him feel welcome here and help him become acquainted with the metropolitan area. He's going to be attending the big conference in Denver next week, so it would be great if he could learn as much as possible about the firm before then.

[89–91]

W Headquarters has decided that the energy consumption at our facilities is too high. We've therefore been ordered to reduce the amount of electricity we consume. Tomorrow morning, we're going to receive a shipment of LED light bulbs. We need to replace all of the fluorescent bulbs we're using with the new ones. Apparently, they will last longer and consume less energy. Management additionally wants us to encourage our employees to use the elevators less often. This is especially true for individuals going up or down a single flight of stairs. There are a few other suggestions which are detailed in these handouts I've got for you. Please let your employees know about the policy changes today.

[92–94]

M In financial news, local manufacturer J.T. Gooding announced that it's hiring thirty-five full-time employees this month. Its shirts and blouses have increased in popularity, so it needs more garment makers immediately. In addition, a spokesman from the Ralston Corporation stated it has secured a contract with shipbuilder Watson, Inc. It will construct three new facilities at Watson's shipyard alongside the harbor. The terms of the deal were not officially released, but a person close to the negotiations remarked that the contract is worth several million dollars. Finally, the city declared that it's eliminating property taxes for five years for companies that move within the city limits. This is Mayor Simmons's latest effort to attract new businesses to the community.

[95–97]

W Following the completion of the renovations in May, we reopened the museum with several new exhibits. We surveyed our visitors during the past three months and now have the results. We all assumed the dinosaur exhibit would be extremely popular, and that belief was confirmed by the survey. Personally, I was surprised by the popularity of the animal exhibit. We should consider expanding it since so many people enjoy it. On the other hand, we're getting rid of the second-least popular exhibit. And in an effort to encourage more people to visit the art exhibit, we're planning to advertise it both online and in newspapers next month. We have some nice paintings, so it's disappointing that more people don't appreciate them.

[98–100]

M Hello. My name is Dwight Simpson. I want to speak with someone in the Shipping Department regarding an order I made ten minutes ago. The order number is 4730-MR41. I mistakenly ordered too many of one item. It's product number 985-330. Instead of twelve, I only need two. I'm terribly sorry about my error. Would you please make the alteration before you send it out? Oh, if it's possible, I'd like to change the shipping method as well. My company needs everything at once, so could you send them out by next-day air? I'd appreciate someone calling me back to confirm that both of my requests are possible. My number is (485) 897-1822. Thank you. Goodbye.

Test 3

PART 1

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

PART 2

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

PART 3

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

PART 4

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

PART 5

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

PART 6

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

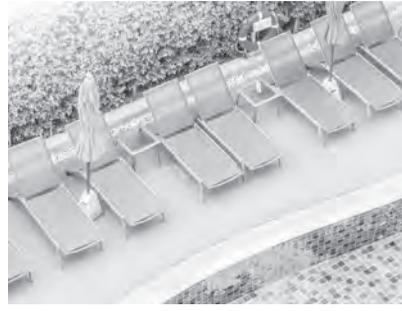
PART 7

- 147 (A) 148 (C) 149 (D) 150 (C) 151 (B)
152 (B) 153 (A) 154 (D) 155 (A) 156 (B)
157 (A) 158 (A) 159 (C) 160 (D) 161 (D)
162 (A) 163 (B) 164 (A) 165 (C) 166 (B)
167 (A) 168 (B) 169 (D) 170 (B) 171 (A)
172 (B) 173 (C) 174 (B) 175 (B) 176 (C)
177 (C) 178 (A) 179 (B) 180 (C) 181 (C)
182 (D) 183 (C) 184 (D) 185 (B) 186 (C)
187 (B) 188 (B) 189 (A) 190 (D) 191 (B)
192 (A) 193 (D) 194 (C) 195 (D) 196 (C)
197 (A) 198 (C) 199 (A) 200 (B)

PART 1

p.96

1



- (A) Chairs are being set up beside the beach.
(B) One of the umbrellas has been opened.
(C) Beach chairs have been arranged in a row.
(D) Armchairs are occupied by some swimmers.

2



- (A) Chefs are chopping ingredients in a kitchen.
(B) Food is being prepared in some frying pans.
(C) Servers are taking meals to the diners.
(D) Some dishes are being placed into ovens.

3



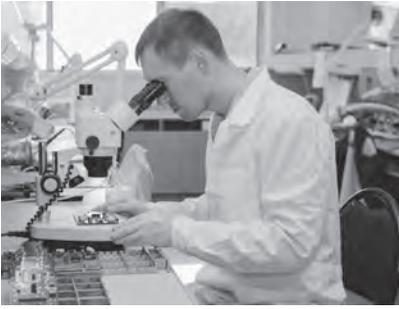
- (A) The men are looking in opposite directions.
(B) Both men are putting on safety helmets.
(C) One of the men is transporting boxes on a forklift.
(D) One of the men is pointing at something.

4



- (A) People are climbing down the fire escapes.
(B) Letters are being delivered to the building.
(C) There are ladders leading to different floors.
(D) All of the windows are the same shape.

5



- (A) The doctor is busy examining his patient.
- (B) He is looking at something with binoculars.
- (C) The man is viewing a sample with a microscope.
- (D) The scientist is utilizing a telescope.

6



- (A) Some electronic devices are on the table.
- (B) Some people are getting up from the desk.
- (C) One of the women is using her cell phone.
- (D) The man standing is writing on the board.

PART 2

p.100

- 7 I propose renting the office on Salisbury Avenue.
 - (A) I need to see it first before deciding.
 - (B) Around two and a half blocks away.
 - (C) No, I didn't agree with her proposal.
- 8 Whose turn is it to bring donuts to the office tomorrow?
 - (A) Both plain and chocolate.
 - (B) Around half a dozen.
 - (C) Julie does that on Friday.
- 9 I wonder if you offer any samples of your products.
 - (A) Yes, they are quite wonderful.
 - (B) Just tell me what you want.
 - (C) Production has been increasing.
- 10 Would you prefer to accept the first offer or the second one?
 - (A) Yes, that's the one I accepted.
 - (B) The first one is more appealing.
 - (C) We're offering a great deal.
- 11 Let's conduct the meeting in my office, shall we?
 - (A) Room 275 on the second floor.
 - (B) Five people from another department.
 - (C) I'll be there ten minutes from now.
- 12 Which of the applicants is going to interview next?
 - (A) You can get the schedule from Leslie.
 - (B) The interview went better than expected.
 - (C) More than twenty people applied.

- 13 Nobody remembered to reserve seats on the ferry.
 - (A) I don't think that he's being fair.
 - (B) There should still be tickets available.
 - (C) It will arrive in the harbor at 4:30.
- 14 Please deliver this memo to Mr. Washington by hand.
 - (A) Okay, I'll take it to him at once.
 - (B) He works in the Legal Department.
 - (C) We gave him a big hand for his performance.
- 15 How did the business trip to Italy go?
 - (A) We signed contracts with three new firms.
 - (B) I'm going to Rome first and then to Milan.
 - (C) Yes, the trip to Italy was two weeks long.
- 16 The board of directors should consent to the merger.
 - (A) CEO Burgess is chairing the meeting.
 - (B) That's the advice I plan to give them.
 - (C) It's an emerging firm in the shipbuilding industry.
- 17 Mr. Masters called to reschedule tomorrow's meeting.
 - (A) Sorry, but I haven't mastered it yet.
 - (B) We had a great meeting this morning.
 - (C) Tell him that after lunch would be fine.
- 18 Didn't your supervisor expedite the funding request?
 - (A) There aren't enough funds for that.
 - (B) Mr. Marshall is in the office in the corner.
 - (C) You'll have to ask her yourself.
- 19 Which orders still need to be packed?
 - (A) I already packed my bags for the trip.
 - (B) You'd better speak with Janet.
 - (C) We ordered everything this morning.
- 20 Am I scheduled to attend tomorrow's conference?
 - (A) It starts at nine and should finish around four.
 - (B) I've got your registration packet right here.
 - (C) In the conference room at the Belinda Hotel.
- 21 You didn't rent a sedan for the trip, did you?
 - (A) We got upgraded to a luxury vehicle.
 - (B) No, I didn't go on any trips recently.
 - (C) Yes, I rented some skis at the resort.
- 22 Joseph Carter's plane is supposed to arrive in an hour.
 - (A) Our destination today is Shanghai.
 - (B) It was later than we had expected.
 - (C) Who is scheduled to pick him up?
- 23 How shall we pay the catering bill?
 - (A) The total comes to \$495.85.
 - (B) From Westside Caterers.
 - (C) With a credit card, I imagine.
- 24 Julie is leaving early to meet Mr. Kline at the train station.
 - (A) Platform Seven on the 1149 train.
 - (B) I can't believe she met him so late.
 - (C) I guess Ms. Pickford told her to do that.
- 25 When did the rain finally stop falling?
 - (A) About an hour ago.
 - (B) At least five centimeters.
 - (C) This coming Thursday.

- 26 I'd like to know the specials of the day, please.
 (A) I'm Tim, and I'll be your waiter tonight.
 (B) Poached salmon as well as roast pork.
 (C) I'll bring your appetizer in just one moment.
- 27 Shall I print the contract so that you can sign it?
 (A) I need to review it one more time.
 (B) You're right. That's my signature.
 (C) No, he hasn't seen the contract yet.
- 28 Why didn't more people register for the training session?
 (A) For three hours on Saturday morning.
 (B) At least sixty-five as of last night.
 (C) Probably due to the high price.
- 29 Are you paying a visit to the cafeteria for lunch?
 (A) Sure, I'll pay for lunch today.
 (B) Sam and I are heading to Burger World.
 (C) I had a bowl of soup and a sandwich.
- 30 Who remembers the combination to the safe?
 (A) No, it's not as safe as it should be.
 (B) Mostly full of important documents.
 (C) I saw Jerry change it just now.
- 31 Has the schedule for orientation been finalized?
 (A) There's a meeting regarding that soon.
 (B) For all of the incoming employees.
 (C) This Thursday and Friday.

PART 3

p.101

[32-34]

- W Hello. I purchased a bookshelf from your store yesterday. But when I tried to assemble it this morning, I discovered it was missing some screws, so I can't put it together.
- M Do you have time to visit the store? If you let us know which model you bought when you show up, we can give you the missing pieces.
- W All right. I'll drop by after six. I don't get off work until five thirty, and it will take me a while to get there due to traffic.
- M Of course. Just try to arrive before seven thirty because that's when we close. And if you have the receipt, please present it to the clerk. That will make finding the correct screws simpler.

[35-37]

- M Jasmine, you never signed up for the conference on computer programming, did you? The deadline was yesterday.
- W Oh, no, I can't believe it. I thought I had until tomorrow to do that, Richard. I guess I won't be going there again with everyone else this year. Would you be kind enough to let me know what the highlights were when you come back to the office, please?
- M Sure, but you'd better tell Ms. Adams what happened right now. The boss is going to be extremely displeased when she finds out you won't be in attendance there. You're the only one from the department who's going to miss it.

[38-40]

- W Pardon me, but is this where the lecture by Allison Cash is going to be given? I'm really looking forward to hearing her speak about her latest novel.
- M You've come to the right place, but you're not here on the right day. Ms. Cash isn't going to be giving her talk until tomorrow afternoon.
- W Oh, right. I was aware of that. I only came here because I want to find out how I can purchase a ticket for the event. How much do I need to pay you?
- M Actually, we don't charge a cent. Just come around twenty minutes early to be guaranteed a seat.

[41-43]

- M As you're going to begin your employment here beginning next week, I need to inform you about a couple of important things. First of all, the dress code is business formal because we constantly have clients coming in and out of the office, so everyone must look sharp.
- W That's fine with me. I wore that type of clothing at my previous job, so I don't have to add any clothes to my wardrobe.
- M That's good to hear. In addition, you absolutely cannot be late for work. If you're tardy without a legitimate excuse, you'll be punished in some manner.
- W I understand. I'll make sure to arrive early every workday.

[44-46]

- W Hello, Mr. Mathis. This is Judy West in unit 201. I heard from Ray Peters that he's planning on vacating his apartment next week, so I was wondering if you would allow me to move into it.
- M Sure, I think I could permit you to do that. I remember you mentioning that you were interested in living on a higher floor. But you ought to be aware that there will be an increase in the rent of \$200 a month.
- W Oh, that's a little more than I had expected to pay, but I think I can manage it. Shall I visit your office later today to sign a new contract?

[47-49]

- W Good afternoon. I have some receipts from the parking lot which I used a couple of weeks ago while ours was being renovated. Can I get reimbursed for the money I paid now?
- M You know, you were supposed to submit all of your receipts by last Thursday.
- W Yes, I recall reading the memo about that, but I wasn't here last week.
- M Why not? Were you away on vacation or something?
- W I was on a business trip in Vancouver and Toronto with Ms. Harding. We were gone for the past ten days and only got back today.
- M In that case, I suppose I can make an exception. May I have the receipts, please?
- W Thanks. I appreciate it.

[50–52]

- M Good morning. Tim's Deli. How may I be of assistance?
- W Hello. This is Trisha Carter calling. I made an order for delivery three days ago. You're supposed to bring it here to Peterson Consulting in a couple of hours.
- M Yes, ma'am. We're working on putting everything together right now. You don't need to change anything, do you?
- W Not to the order, no. But do you think it would be possible to bring the food an hour earlier than we had scheduled? Can you be here by eleven?
- M I don't think that's feasible, but we can get there by half past eleven.
- W Great. That should be fine. Sorry about making such a last-minute request.

[53–55]

- W Jermaine, you've been informed that I'm taking some time off next week, right?
- M1 Yes, Maria. You told me about that earlier in the week. Why do you ask?
- W I wonder if you'll be available to take care of my clients if any of them call while I'm away.
- M1 Well, I can do that for you on Monday and Tuesday, but I'm heading to Athens on Wednesday, so I'll be out of the office until the 23rd.
- M2 Maria, I'll be here all week, so I don't mind handling your clients from Wednesday to Friday.
- W Thanks, both of you. I'll be sure to treat you to lunch when I get back.

[56–58]

- M Is there anything else to discuss before this meeting ends?
- W There's one last thing if you don't mind, Mr. Roberts. You're aware that Classway International made a rush order on some of our products, right?
- M Yes, that was brought to my attention last night.
- W Well, if we're going to fill the order by the due date, we need everyone working for the next two weeks.
- M Filling this order should bring us back to profitability for the year, shouldn't it?
- W I haven't run the numbers yet, but I'm pretty sure you're correct.
- M Great. Then we need to cancel all employee days off until we're finished. I'll contact each of the department heads.

[59–61]

- W1 Sales have been lagging for the past four months. We absolutely must do something to improve them, or we might have to close down.
- M What do you recommend?
- W1 We ought to advertise on TV. That might bring us to more people's attention.
- M I don't feel confident about that. Fewer people are watching television these days. We'd be better off advertising on some websites.
- W2 But which ones should we put ads on?
- M Why don't you and Jessica do some research this afternoon? Figure out how we could get the most out of our money.
- W2 Okay, but someone will have to complete the report we're writing since it's due at the end of the day.

[62–64]

- M I was asked to give the keynote speech at the chemical engineering conference in Dubai.
- W Congratulations. You accepted the offer, didn't you?
- M Not yet. I'm doubtful that Ms. Anderson will give me time off to travel there as I'll be gone for a week.
- W I'm sure she will. Not only would it be a great personal honor, but it would also provide our firm with publicity and prestige.
- M I never considered that. I suppose I should have a word with her now since the organizers requested a response by tomorrow.
- W Go ahead. She's in her office. And I can lend you a hand with writing your talk if you want.
- M I appreciate your saying that.

[65–67]

- W Are we still planning to drive to the workshop in Boston this week?
- M I'd like to, but I'm not so sure that we ought to.
- W Really? What makes you say that?
- M According to the weather report, a large amount of snow is going to start falling on the second day of the event. I don't believe we should drive in that kind of weather.
- W Well, we're likely going to rely on public transportation like the subway while we're there.
- M Yeah, that's a good point. And now that I think about it, our flight back home could get canceled, and then we'd be stuck there.
- W Okay, then let's stick with the original plan.

[68–70]

- W Before we return to the office, how about getting something for dessert?
- M I'm going to pass on that because I'm watching my weight, but please feel free to help yourself. The apple pie looks delicious.
- W It does, but I think I'd rather try a slice of the cheesecake instead.
- M Sounds good to me. Oh, after we finish lunch, how about stopping by Wright's Printing on the way to the office? I'd like to pick up all those brochures we had printed.
- W No problem at all. I'm eager to see what they look like.
- M Great. Oh, here comes our waiter. I'll flag him down for you.

PART 4

p.106

[71–73]

- M Our sales team returned yesterday after spending six weeks in Asia. They visited Tokyo, Seoul, Beijing, Shanghai, and Singapore. Conducting meetings with several distributors in those cities, they concluded that there's a definite market for our cosmetics in several countries. We're currently negotiating with distributors in three countries and expect to speak with more soon. We'll only export our newest line of cosmetics first. Once we see how much Matinee sells, then we'll consider exporting other products. Matinee is already well known in some Asian countries, which was quite a surprise to me. We should be able to take advantage of that fact by marketing our goods in high-end department stores and duty-free shops.

[74–76]

M It's 6:30, so let me provide a quick traffic report. The rush-hour traffic and heavy snow are combining to create traffic jams everywhere. Virtually every road downtown is packed with cars hardly moving. If you have the option, I suggest taking the subway home as that will be much faster than driving or taking a bus. In what appears to be a serious mistake that has displeased lots of people, the city didn't send out any snowplows until an hour ago. While drivers are working quickly to clear the roads, they could have been doing that since 12:00, when the snow started falling. The mayor's office needs to answer for this. If you're driving now, expect delays of an hour or two. And please drive carefully to avoid accidents.

[77–79]

W Our next speaker is here to discuss the future of robots. Dr. Simon Palmer is a world-renowned expert in the field of robotics. Dr. Palmer has a PhD in Mechanical engineering and has built several robots during the past decade. He's the author of numerous journal articles, and his latest book is entitled *Basics of Robotics*. He sits on the board of directors at several companies and is currently employed as a professor of engineering at Riverside University in Baltimore. Dr. Palmer is going to speak for about an hour, and then he will take questions from the audience. During his talk, please refrain from interrupting. I now present to you, Dr. Simon Palmer.

[80–82]

W Mr. Reynolds, this is Paige Summers returning your call. I'm terribly sorry I wasn't at my place when the work crew visited. I had an interview this morning, and it completely slipped my mind that I was supposed to be home then. Is it possible to reschedule so the workers can return sometime this week? I'd love for the walls to get painted before the week ends. Oh, just so you know, I got hired, and I'll be starting work next Monday. So if the workers can't come anytime soon, I'll have to give you the key to my place to let them in. I'm going to be working from nine to six every day, and I'll be leaving home around eight every morning.

[83–85]

M I know everyone's eager to attend the luncheon with the CEO, but let me cover one more thing before we go. We've brought on five new workers this week, but we still have three more positions to fill. I know you were under the impression we had just one more opening. However, Sandra Chow and Ronald Yeager handed in their resignations this morning. We can discuss why they did that later, but we must fill both jobs immediately. They were supposed to be on the negotiating team going to Prague next week, but we're not allowing that to happen now. I want recommendations on internal replacements by four thirty today. Then, we'll need to advertise the positions of whoever gets promoted.

[86–88]

W Good evening, shoppers. It's eight o'clock, so we'll be closing an hour from now. As we always do at this time, we're discounting selected items until we lock our doors tonight. Head to the fruit and vegetable section to get apples, pears, and peaches for forty percent off and carrots, lettuce, and cucumbers for twenty percent off. Or drop by the deli for half-priced meats and cheeses. At the bakery, if you buy two of the same item, you'll get another one for free. There's no limit on the amount you can buy. But remember that this sale is only in effect for the rest of the day, so all items will return to their original prices tomorrow morning.

[89–91]

W Your attention, please. We regret to inform you that the line heading south to Manchester has been temporarily closed. There are several obstructions on the tracks which must be cleared off. Apparently, the bad weather resulted in trees being downed, so some large branches have fallen on the tracks. Work crews have been dispatched to remove everything in the way. We have no idea when that will happen, so all trains scheduled to travel on line 3 are now delayed. While you wait, we invite you to relax in the departure lounge or to visit one of the many restaurants or cafés here. We'll keep you updated as to the progress of our work crews. Whenever we learn anything, we'll make an announcement.

[92–94]

W I've got some good news to inform you about. I submitted the budget request for the experiment we're eager to run. I'm positive it will be approved, but I won't get confirmation until after I speak with Larry Herndon on June 12. Should we be granted the extra funding, we'll get to work on conducting the experiment by the last week of June. We should be able to acquire every piece of equipment we require by then. Okay, that's everything I want to remark on. I believe Jack has an announcement to make about the results of his research, so let me turn the meeting over to him. I guarantee you'll all find Jack's comments fascinating.

[95–97]

W Thank you for calling the Chapman Medical Clinic. We are sorry to inform you that we're closed for the day as Dr. Ryan has a family issue to attend to. If you have an appointment scheduled for today, please visit our website at www.chapmanclinic.com. Click on the "Appointments" icon, and you can arrange to see a doctor another day this week. All patients with appointments today will be permitted to see a doctor at the time and on the day of their choosing. If you have a question regarding your treatment or a prescription, please press 2. You will be connected with a nurse at once. If you are calling to discuss a billing issue, please press 3.

[98–100]

M We have an important announcement. A customer found a black leather purse in a changing room on the fourth floor. We checked the possessions, and they appear to belong to Ms. Wilma Battle. Ms. Battle, would you please visit the information desk to pick up your items? You will be asked to show some form of ID when you come to claim everything. As for the rest of our shoppers, please check the dressing rooms every time you use them to make sure you leave nothing behind. We at Patterson's are not responsible for lost items such as wallets, cards, and telephones. We therefore encourage you to pay close attention to avoid losing anything in the future.