

Now practice what you have learnt at the actual test speed with questions 1–12.



Use any time available to skim the questions and answer choices before the first listening starts. When you finish answering the questions about one conversation, immediately start previewing the questions for the next conversation.

1. What does the woman ask the man to do?  
(A) Meet with a customer  
(B) Give her a ride  
(C) Pick up a client  
(D) Help her move
2. At about what time does the woman need help?  
(A) At 8:30  
(B) At 9:00  
(C) At 10:00  
(D) At 11:00
3. What does the man plan to do tomorrow?  
(A) Meet a friend for breakfast  
(B) Drive to the airport  
(C) Keep an appointment  
(D) Arrive at work early
4. What does the woman want?  
(A) Transportation to the airport  
(B) An opinion of an airline  
(C) Accommodation in New York  
(D) A recommendation for a restaurant
5. What does the man say about his experience?  
(A) He was disappointed in the food.  
(B) He enjoyed the extra services.  
(C) The seating was uncomfortable.  
(D) The price was reasonable.
6. What did the man especially like?  
(A) The quick service  
(B) The clean room  
(C) The wide aisles  
(D) The tasty meals
7. Where does this conversation most probably take place?  
(A) At a clothing store  
(B) In an appliance store  
(C) At a dry cleaner's  
(D) In a repair shop
8. What is the problem?  
(A) The store does not allow exchanges.  
(B) Some merchandise does not work properly.  
(C) A customer cannot locate some merchandise.  
(D) The price of a product is not indicated.

1	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)
4	(A)	(B)	(C)	(D)
5	(A)	(B)	(C)	(D)
6	(A)	(B)	(C)	(D)
7	(A)	(B)	(C)	(D)
8	(A)	(B)	(C)	(D)
9	(A)	(B)	(C)	(D)
10	(A)	(B)	(C)	(D)
11	(A)	(B)	(C)	(D)
12	(A)	(B)	(C)	(D)

9. What must the customer provide?  
 (A) The time and date a problem occurred  
 (B) A credit card number  
 (C) A receipt from a transaction  
 (D) A telephone number

10. Where does the conversation probably take place?  
 (A) In a travel agency  
 (B) At a hotel  
 (C) In a train station  
 (D) At an airport

11. What is the woman's problem?  
 (A) Her luggage has not arrived.  
 (B) She missed a connection.  
 (C) She cannot find her passport.  
 (D) Her purse is missing.

12. What does the man suggest?  
 (A) Calling her office  
 (B) Replacing some documents  
 (C) Notifying a sales representative  
 (D) Providing contact information