

LISTENING PART 3

TOPIC 2: Workplace Dilemmas



1. What problem does Michael mention?
 - (A) A monitor isn't displaying colors correctly.
 - (B) A program isn't connecting to a server.
 - (C) A fax machine is not receiving faxes.
 - (D) An e-mail was never sent.
2. What is mentioned about the program?
 - (A) A new version was recently released.
 - (B) Clients can access it as well.
 - (C) It contains a virus.
 - (D) It is only available on certain computers.
3. What will Jared probably do next?
 - (A) Contact the IT department
 - (B) Forward a notice
 - (C) E-mail a customer
 - (D) Take a look at a computer



4. Why did the man NOT attend the meeting?
 - (A) He was out sick.
 - (B) He was at a conference.
 - (C) He was on holiday.
 - (D) He was unaware of it.
5. When is the workshop planned for?
 - (A) Tomorrow
 - (B) Next week
 - (C) Next month
 - (D) Next weekend
6. What will the man most likely do?
 - (A) Attend a seminar
 - (B) Talk to the marketing manager
 - (C) Find a software manual
 - (D) File a complaint



7. What does the woman thank the man for?
 - (A) Responding to an e-mail
 - (B) Coming on a non-work day
 - (C) Showing her the computer
 - (D) Being on time for work
8. According to the woman, what must the woman do by this evening?
 - (A) Give a presentation
 - (B) Turn in a document
 - (C) Send a notice
 - (D) Complete a report
9. What will the man likely do next?
 - (A) Take the computer away
 - (B) Connect the printer
 - (C) Replace a wire
 - (D) Work on a report

10. Why is the man concerned?

- (A) The new assistant won't arrive on a scheduled date.
- (B) He does not have enough equipment.
- (C) His assistant will leave in July.
- (D) His computer is no longer working.

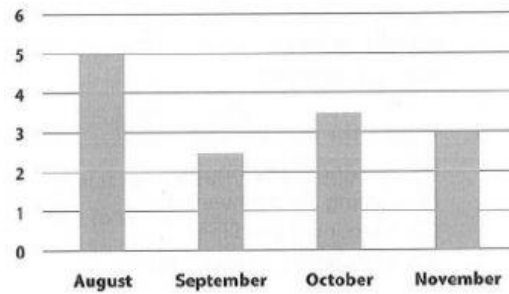
11. What does the man mean when he says, "That won't do"?

- (A) He is not pleased with a report.
- (B) He is unhappy with his computer's condition.
- (C) He finds tardiness unacceptable.
- (D) He can't wait that long for an order.

12. What does the woman suggest?

- (A) Placing another order
- (B) Hiring another assistant
- (C) Buying a new computer
- (D) Talking to a supervisor

Recurring Customer Visits



13. What problem are the speakers discussing?

- (A) Low customer visit rates
- (B) Low customer satisfaction
- (C) Unclear directions to stores
- (D) Construction delays

14. Look at the graphic. When did the new store most likely open?

- (A) August
- (B) September
- (C) October
- (D) November

15. What does the man ask the woman to do?

- (A) Create a questionnaire
- (B) Find a new contractor
- (C) Conduct a market survey
- (D) Send e-mails to customers