

PART 2: INFORMATION

Basic Information

Number of Questions: _____

Number of Answers:

Rest time between 2 sentences: _____

Basic Tips

Common Structures

Common structures:

1. Who - questions

2. Recorded message

English	Vietnamese
Stay on the line	
Emergency	
Extension	
Leave a message	
Press	
Operator	

HOMEWORK



► Exercise 1. Listen and choose the correct answer (File 1)

1. Mark your correct answer.	A	B	C
2. Mark your correct answer.	A	B	C
3. Mark your correct answer.	A	B	C
4. Mark your correct answer.	A	B	C
5. Mark your correct answer.	A	B	C

 **Exercise 2. Listen and choose the best answer to each question. (File 2)**

1. Mark your correct answer.	A	B	C
2. Mark your correct answer.	A	B	C
3. Mark your correct answer.	A	B	C
4. Mark your correct answer.	A	B	C
5. Mark your correct answer.	A	B	C

 **Exercise 3 . Listen and choose the best answer to each question . (File 3)**

11. Mark your correct answer.	A	B	C
12. Mark your correct answer.	A	B	C
13. Mark your correct answer.	A	B	C
14. Mark your correct answer.	A	B	C
15. Mark your correct answer.	A	B	C
16. Mark your correct answer.	A	B	C
17. Mark your correct answer.	A	B	C
18. Mark your correct answer.	A	B	C
19. Mark your correct answer.	A	B	C
20. Mark your correct answer.	A	B	C
21. Mark your correct answer.	A	B	C
22. Mark your correct answer.	A	B	C
23. Mark your correct answer.	A	B	C
24. Mark your correct answer.	A	B	C
25. Mark your correct answer.	A	B	C
26. Mark your correct answer.	A	B	C
27. Mark your correct answer.	A	B	C

28. Mark your correct answer.	A	B	C
29. Mark your correct answer.	A	B	C
30. Mark your correct answer.	A	B	C

► **Exercise 4. Listen and choose the correct answer (File 4).**

1. Who is most likely Mr. Brown?
 - A reporter
 - A company staff
 - A tour guide
 - A business partner
2. When will the speaker take off to New York?
 - Tomorrow morning
 - This afternoon
 - This evening
 - At the end of the week
3. What does NOT the caller ask Cindy to do?
 - Contact someone
 - Rearrange a meeting
 - Send the document
 - Pick him up at the airport

► **Exercise 5. Listen to the two talks and choose the correct answer (File 5).**

1. What is Cynthia hoping to accomplish?
 - Sell tickets to the auction
 - Build a homeless shelter
 - Arrange a meeting
 - Make a donation
2. What does the auction contribute to?
 - A company's inventory clearance
 - A museum's financial trouble
 - The housing market

D. A charitable cause

3. How should Mr. Stone reply?

A. Send a letter

B. Attend the auction

C. Make a phone call

D. Cynthia will call again

4. Where can this message be heard?

A. In person

B. In a letter

C. Over the telephone

D. In the Internet

5. Why is the caller instructed to hold?

A. Their system is currently down

B. They are closed for business

C. There is no one at the office

D. To listen to instructions

6. How can you speak to an operator?

A. Press 0

B. Press 1

C. Press 2

D. Press 3

7. Why is the call being made?

A. To inform of the status of the problem

B. To request a reply

C. To place an order

D. To repair the computer

8. Which is NOT a way the customer is instructed to get his computer back?

A. By telephoning technical services

B. By sending a letter

C. By stopping at the service desk

D. By sending an email

9. Who is Lisa?

- A. The caller
- B. A technician
- C. A customer
- D. A coordinator