

## **LISTENING – LEVEL B1**

### **Online Trouble**

Listen to a customer speaking to telephone support. Answer the questions choosing either "True", "False" or "don't know" if the information isn't included in the recording.

1. Jackie was surprised that David had problems placing his order.  
a. true      b. false      c. don't know
2. David needs to order the software for his office.  
a. true   b. false      c. don't know
3. Jackie gives him the 25% discount even though he's not ordering online.  
a. true   b. false      c. don't know
4. The Mac version is more expensive than the Windows version.  
a. true      b. false      c. don't know
5. Jackie tells David that the free microphones are usually not very good quality.  
a. true      b. false      c. don't know
6. The company offers free shipping.  
a. true      b. false      c. don't know
7. David buys both versions of the software.  
a. true      b. false      c. don't know

## Parent/Teacher Meeting

A mother speaks to a teacher about her son's progress and behavior.

Decide if the following statements about the listening are TRUE, FALSE or NOT STATED.

1. Maggie has met the teacher once before.  
a. true      b. false      c. not stated
2. The family left Los Angeles to find better schools for Billy.  
a. true      b. false      c. not stated
3. The teacher believes there hasn't really been an improvement since last years.  
a. true      b. false      c. not stated
4. Billy's mother didn't know that he had a story published by the school.  
a. true      b. false      c. not stated
5. Billy's mother was always aware of Billy's spelling problems.  
a. true      b. false      c. not stated
6. Billy's sister Kathy has similar problems.  
a. true      b. false      c. not stated
7. The school has a department dealing with students who have dyslexia.  
a. true      b. false      c. not stated
8. The teacher had dyslexia himself when he was much younger.  
a. true      b. false      c. not stated