

**Module:** Travel & Transportation  
**Competency:** Listening CLB 3.3 Getting Things Done  
**Task:** Understand Dialogues About Car Service

Dialogue 3

1. What does the customer want?
  - a. To get windshield fixed
  - b. To get a new battery
  - c. To get new tires
  - d. To get an oil change
2. When is the first opening?
  - a. 4:30
  - b. 5:30
  - c. 6:30
  - d. 7:30
3. Why can't the customer take the first opening?
  - a. She has a doctor's appointment
  - b. She will go to bed
  - c. She will eat dinner
  - d. She will visit her friend
4. What is the next appointment time?
  - a. Today at 3:30
  - b. Tomorrow at 3:30
  - c. Today at 5:30
  - d. Tomorrow at 5:30
5. How much will the customer pay?
  - a. \$45.59
  - b. \$49.95
  - c. \$89.95
  - d. \$98.95

Dialogue 4

1. What does the customer need?
  - a. To replace the battery
  - b. To replace the windshield
  - c. To replace the tires
  - d. To replace the wipers
2. How long will it take?
  - a. Half an hour
  - b. One hour
  - c. One minute
  - d. Two hours
3. What does the customer want to drink?
  - a. Cappuccino
  - b. Coffee
  - c. Orange juice
  - d. Tea
4. Does the customer pay for this drink?
  - a. No, it's free from the machine
  - b. Yes, she has to buy it at the mall.
5. What does the customer have to do with her car?
  - a. Park it beside the sign
  - b. Park it in the garage
  - c. Sit in it
  - d. Wash it