

NAME: _____

DATE: _____

Test-Taking Skills Booster

UNIT 3

READING

A Complete the conversation in your own words. Write one word for each item.

A: Hey, Pete.

B: Hi, Lou. Listen, could we have the conference room set (1) for the workshop tomorrow?

A: Well, that (2) be difficult. I'm really (3) today.

B: I understand.

A: But I'll (4) what I can do. I can stay late today if necessary.

B: I really (5) it, Lou. Actually, could you do me another favor and (6) someone make copies of the agenda?

A: Sure. Anything else?

B: No. Just remind me to check the (7) system before we start. Last week there were some problems with the lapel mike.

A: OK. By the way, do you have someone to (8) the speaker?

B: Yes, Jeff from Marketing will be doing that.

A: Perfect.

B Choose the best word to complete each sentence.

1 If you're a procrastinator, you tend to put things rather than do things right away.

A away

B on

C off

D under

2 You shouldn't your customers' time by making them wait for a service.

A spend

B pay

C avoid

D waste

3 If you run into a problem, you should apologize to your customer and promise them to find

A a product

B a service

C a solution

D a request

4 If you are and treat your customers well, they will recommend you to other people.

A reliable

B expensive

C dishonest

D disorganized

5 "If your product falls apart, take and replace it immediately."

A care

B responsibility

C attention

D apology

6 If you are a good listener, your customer will feel and heard.

A used

B efficient

C responsible

D respected

7 "Be sure to pay to your customers' complaints as well as their praise."

A responsibility B attention C financially D promises

8 Above all, thank customers for their business and make them feel

A professional B honest C valued D urgent

LISTENING

A ▶ 3.05 Listen to each statement. Choose the one that goes with the picture.



1 A B C D



2 A B C D



3 A B C D



4 A B C D

B ▶ 3.06 Listen to the statement or question. Choose the letter of the correct response.

1 A B C

5 A B C

2 A B C

6 A B C

3 A B C

7 A B C

4 A B C

8 A B C