

AT THE SHOP

Word / phrase	Part of speech	Meaning
Have something delivered		
		Đặt hàng
Out of stock		
Newly released		
Make a payment		
On sale		
		Thanh toán hóa đơn
Get a refund		
		Được giảm giá
		Trao đổi
		Phiếu giảm giá
New arrivals		

TEST SKILLS

- Inference question (location) → _____

- Question with graphic → _____

HOMework

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

1. Who most likely is the woman?
 - A. An office supply company employee
 - B. A bank representative
 - C. An engineer
 - D. A salesperson
2. Why did the woman call the man?
 - A. To confirm an address
 - B. To advertise a new service
 - C. To ask about payment
 - D. To request a credit card number
3. What will the man probably give the woman?
 - A. A copy of the order form
 - B. His telephone number
 - C. A billing address
 - D. His account information
4. What is the purpose of Ms. Howe's phone call?
 - A. To ask for a price list
 - B. To inquire about shipping services
 - C. To make a dinner reservation
 - D. To find out the status of an order
5. What does the man tell Ms. Howe?
 - A. The items have not been ordered
 - B. The items are out of stock
 - C. The items have been shipped
 - D. The items were damaged
6. What does Ms. Howe request?
 - A. A refund for her purchase
 - B. Faster delivery of the order
 - C. A purchase of kitchen supplies
 - D. Discussion with the manager
7. What problem are the speakers discussing?
 - A. A deadline has changed
 - B. A meeting was canceled
 - C. The fax machine is out of order
 - D. The reports aren't finished
8. When is the deadline for the reports?
 - A. Today
 - B. Tomorrow
 - C. This weekend
 - D. Next week
9. What does the man offer to do?
 - A. Deliver some documents
 - B. Buy a new machine
 - C. Make some copies
 - D. Call a courier company.

Exercise 2. Listen and choose the correct answer (File 2)

- 1 Why is Ms. Dandridge unavailable?
 - A. She is out for lunch
 - B. She is on vacation
 - C. She is visiting a factory
 - D. She is meeting a client
- 2 What does the man need?
 - A. An extension number
 - B. A client's file
 - C. Authorization
 - D. Sales reports
- 3 What does the woman offer to do?
 - A. Leave the document
 - B. Sign the authorization form
 - C. Call the man later
 - D. Schedule an appointment
- 4 What is the main topic of the conversation?
 - A. The man's vacation plans
 - B. An upcoming business trip
 - C. Hotel reservation
 - D. Airport transportation
- 5 What does the man ask the woman about?
 - A. Tourist attractions
 - B. A hotel
 - C. Public transportation
 - D. An airline
- 6 According to the woman, what does the hotel offer for free?
 - A. Shuttle service from the airport
 - B. Tickets for a city tour
 - C. Breakfast
 - D. City maps
- 7 What is the man mainly looking for in an apartment?
 - A. Good access to public transportation
 - B. Modern utilities
 - C. Low monthly rent
 - D. Location in the financial district
- 8 How much is the rent for the apartment?
 - A. \$200 per month
 - B. \$500 per month
 - C. \$900 per month
 - D. \$1000 per month
- 9 Why does the man ask about the other apartment?
 - A. The first apartment is too small
 - B. He wants something cheaper
 - C. He needs to move immediately
 - D. The first apartment is far from his office
- 10 When will Mrs. Garret start work in Auckland?
 - A. This Monday
 - B. This Thursday
 - C. Next Wednesday
 - D. Next Friday

- 11 What will happen on Thursday?
- A. Mrs. Garret will attend a conference C. A farewell party will be held
B. There will be a staff meeting D. They will meet for lunch
- 12 Why is Mrs. Garret staying longer than expected?
- A. To interview some applicants C. To organize her files
B. To train a successor D. To pack her luggage
- 13 What does the woman say about the briefcase?
- A. She likes the color C. The price is too high
B. It is a gift for a friend D. It is the ideal size
- 14 Why is the woman unable to make the purchase tomorrow?
- A. She will be in a meeting C. She will not be in a city
B. She has to go on a business trip D. She needs it for a party this evening
- 15 What will the man probably do next?
- A. Talk to the manager C. Check the stockroom
B. Give the woman a receipt D. Take the woman's contact information
- 16 What was the topic of the presentation?
- A. A new line of products C. The product packaging
B. An advertising campaign D. The company's logo
- 17 How does the woman describe Emily?
- A. She is very efficient C. She is well organized
B. She is experienced D. She is creative
- 18 What will the man do in two months?
- A. Conduct a training seminar C. Design a new logo
B. Work on an advertising project D. Hire a new assistant
- 19 What are the speakers discussing?
- A. A work schedule C. A development proposal
B. A medical appointment D. A meeting with a client
- 20 What time is the man's appointment?
- A. 1:30 p.m. C. 4:30 p.m.
B. 2:00 p.m. D. 7:00 p.m.
- 21 What does the woman suggest?
- A. Working late C. Asking for an extension
B. Postpone the appointment D. Writing a proposal

- 22 What are the speakers discussing?
- A. Scheduling an event
 - B. Problems with a delivery
 - C. Dinner reservations
 - D. Finding a new supplier
- 23 How will the woman contact the supplier?
- A. By fax
 - B. By telephone
 - C. By email
 - D. By courier
- 24 What does the woman want the supplier to do?
- A. Refund their purchase
 - B. Exchange some merchandise
 - C. Send a price list
 - D. Deliver the rest of an order
- 25 Where are the speakers discussing?
- A. A new restaurant
 - B. Evening plans
 - C. A visiting relative
 - D. Movie reviews
- 26 What did the man's sister say about the movie?
- A. It was entertaining
 - B. It was too long
 - C. It received poor reviews
 - D. It was boring
- 27 When will the speakers most likely meet?
- A. At 6:00 p.m
 - B. At 7:00 p.m
 - C. At 8:30 p.m
 - D. At 9:30 p.m
- 28 Where does this conversation most likely take place?
- A. At a train station
 - B. At a bank
 - C. At a post office
 - D. At an airport
- 29 What is the woman's problem?
- A. She missed her train
 - B. She lost her bag
 - C. She doesn't have her bankbook
 - D. She lost her passport
- 30 What will the woman probably do next?
- A. Use a cash machine
 - B. Purchase a ticket
 - C. Return to the office
 - D. Provide some identification