

HOMEWORK

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

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|------------------------------|---|---|---|
| 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)

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|------------------------------|---|---|---|
| 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)

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|-------------------------------|---|---|---|
| 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. A reporter
- B. A company staff
- C. A tour guide
- D. A business partner

2. When will the speaker take off to New York?

- A. Tomorrow morning
- B. This afternoon
- C. This evening
- D. At the end of the week

3. What does the caller ask Cindy NOT to do?

- A. Contact someone
- B. Rearrange a meeting
- C. Send the document
- D. 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?

- A. Sell tickets to the auction
- B. Build a homeless shelter
- C. Arrange a meeting
- D. Make a donation

2. What does the auction contribute to?

- A. A company's inventory clearance
- B. A museum's financial trouble
- C. 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. The 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 the status of a 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