Exercise1: Listen to the conversations and choose the best answer to each question. [01]

1. What are the speakers discussing?
(A) A tax law
(B) An accounting document
(C) A local event
(D) A company manager

2. What does the woman mean when she says, "*That's not all*"?
(A) She has more to say.
(B) The company will make more money.
(C) The company will expand its size.
(D) She isn't the only one who worked on the report.

3. What will the man do next?
(A) Call a contractor
(B) Talk to another department
(C) Send a check
(D) Speak to a manager

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4. What are the speakers discussing?
(A) Scheduling a meeting
(B) Delivering mail
(C) Copying documents
(D) Documents from another company

5. What is mentioned about the post office?
(A) It does door-to-door mail pick-up.
(B) It is under construction.
(C) It is open every day.
(D) It is near the office.

6. What does Courtney say she will most likely do next?
(A) Contact a courier service
(B) Complete a document
(C) Deliver a package
(D) Visit a post office

7. Why did the man miss the meeting?
(A) He was traveling on vacation.
(B) He was taking sick leave.
(C) He was out on business.
(D) He was working at home.

8. What did Deanna propose at the meeting?
(A) Spending money on R&D
(B) Advertising to younger customers
(C) Hiring more college students
(D) Organizing a business meeting

9. According to the man, why won't management like the idea?
(A) They want something with a clear target.
(B) They want to market to older clients.
(C) They prefer a global fan base.
(D) They prefer the old advertising campaign.

LIVEWORKSHEETS

10. Who is holding a meeting?
(A) Sheila
(B) John
(C) The director
(D) The president

11. What does the woman offer to do?
(A) Ask for more time
(B) Get a project finished
(C) Write a report
(D) Give a presentation

12. When will the man likely submit his report?
(A) Monday
(B) Tuesday
(C) Wednesday
(D) Friday

Morton's Office Supplies Invoice		
Black Pens	5	$10
Stapler	1	$3
Box Cutters	2	$6
Bookends	2	$12
	Total	$31

13. What problem does the man mention?
(A) An order was incomplete.
(B) Some extra goods were sent in a package.
(C) An item was damaged during shipping.
(D) some supplies were never delivered.

14. Look at the graphic. How much of a refund will the man receive?
(A) $10
(B) $3
(C) $6
(D) $12

15. What will the man probably do next?
(A) Speak with a colleague
(B) Order some more supplies
(C) Call a bookstore
(D) Talk to a supply company

LIVEWORKSHEETS

B. Workplace Dilemmas

W: I'm so frustrated! Why can't I get Internet access on my computer? All I get is a message that says, "Busy, please try later."
M: The computer system is down. The IT department is working on it, but they said they might not be able to fix it today.
W: That's terrible! I have a very important contract I'm waiting for.
M: You could try using the Wi-Fi spot in the café next door.

What to listen for	
• How does the woman feel? • Why? • What is she waiting for?	....

Exercise 2: Listen to the conversations and choose the best answer to each question. [02]

1. What problem does Michael mention?
(A) A monitor isn't displaying colors correctly.
(B) A program isn't connecting to a server.
(C) A fax machine is not receiving faxes.
(D) An e-mail was never sent.

2. What is mentioned about the program?
(A) A new version was recently released.
(B) Clients can access it as well.
(C) It contains a virus.
(D) It is only available on certain computers.

3. What will Jared probably do next?
(A) Contact the IT department
(B) Forward a notice
(C) E-mail a customer
(D) Take a look at a computer

4. Why did the man NOT attend the meeting?
(A) He was out sick.
(B) He was at a conference.
(C) He was on holiday.
(D) He was unaware of it.

5. When is the workshop planned for?

7. What does the woman thank the man for?
(A) Responding to an e-mail
(B) Coming on a non-work day
(C) Showing her the computer
(D) Being on time for work

8. According to the woman, what must the woman do by this evening?
(A) Give a presentation
(B) Turn in a document
(C) Send a notice
(D) Complete a report

9. What will the man likely do next?
(A) Take the computer away
(B) Connect the printer
(C) Replace a wire
(D) Work on a report

LIVEWORKSHEETS

(A) Tomorrow
(B) Next week
(C) Next month
(D) Next weekend

6. What will the man most likely do?
(A) Attend a seminar
(B) Talk to the marketing manager
(C) Find a software manual
(D) File a complaint

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10. Why is the man concerned?
(A) The new assistant won't arrive on a scheduled date.
(B) He does not have enough equipment.
(C) His assistant will leave in July.
(D) His computer is no longer working.

11. What does the man mean when he says, "*That won't do*"?
(A) He is not pleased with a report.
(B) He is unhappy with his computer's condition.
(C) He finds tardiness unacceptable.
(D) He can't wait that long for an order.

12. What does the woman suggest?
(A) Placing another order
(B) Hiring another assistant
(C) Buying a new computer
(D) Talking to a supervisor



13. What problem are the speakers discussing?
(A) Low customer visit rates
(B) Low customer satisfaction
(C) Unclear directions to stores
(D) Construction delays

14. Look at the graphic. When did the new store most likely open?
(A) August
(B) September
(C) October
(D) November

15. What does the man ask the woman to do?
(A) Create a questionnaire
(B) Find a new contractor
(C) Conduct a market survey
(D) Send e-mails to customers

LIVEWORKSHEETS

C. Staffing Changes

M: Thank you, Ms. McKenzie, for coming to see us on short notice. Could you tell us about your previous work experience?

W: Sure. I worked for nine years at an import company as a logistics manager. I also worked briefly at a delivery company in Canada.

M: Would you be OK with non-traditional hours? The position requires working in shifts.

W: Yes, that would be fine. Also, I heard you have an employee education program. Could you tell me more about that?

What to listen for	
• What kind of conversation is this? • What is mentioned about the woman? • What does the woman ask about?	....

Exercise 3: Listen to the conversations and choose the best answer to each of the questions. [03]

1. What event has recently taken place?
(A) A sale
(B) A merger
(C) A meeting
(D) A promotion

2. What is the man worried about?
(A) Moving his belongings
(B) Selling all the inventory
(C) Meeting a deadline
(D) Contacting an applicant

3. What does Leslie say she will do?
(A) Take notes at a meeting
(B) Assist with a move
(C) Present sales results
(D) Apply for a job

7. What are the speakers most likely doing?
(A) Having an interview
(B) Discussing candidates
(C) Haggling about prices
(D) Holding negotiations

8. What does the man imply when he says, "*That shouldn't be a problem*"?
(A) He is confident in his ability.
(B) He knows he will always be on time.
(C) He has never had a problem at his old company.
(D) He never feels nervous.

9. What will happen on Monday?
(A) Training will begin.
(B) New sales will start.
(C) A hiring decision will be announced.
(D) Interviews will begin.

LIVEWORKSHEETS

4. What are the speakers discussing?
(A) An upcoming event
(B) Working overtime
(C) A difficult coworker
(D) Work experience

5. What is suggested about the woman?
(A) She will be moving to another area.
(B) She has worked here for many years.
(C) She is in charge of all financial matters.
(D) She has managed new employee orientation before.

6. According to the man, what will happen soon?
(A) A conference will be held.
(B) A department will move.
(C) A new office will be opened.
(D) A new employee will begin.

10. What are the speakers discussing?
(A) A new business proposal
(B) A marketing project
(C) A change in personnel
(D) A deadline for a position

11. According to the man, when will Yuko start her new position?
(A) Tomorrow
(B) One week later
(C) Two weeks later
(D) One month later

12. What is mentioned about the vacant position?
(A) It has been advertised online.
(B) It will be filled by someone outside the company.
(C) It will come with a higher salary.
(D) It requires a creative person.

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13. What is the purpose of the man's visit?
(A) To board a bus
(B) To discuss business plans
(C) To have a job interview
(D) To file a suit

14. What is mentioned about Mr. Gerald?
(A) He is out for the day.
(B) He recently moved offices.
(C) He is looking for a new job.
(D) He is currently in a meeting.

15. Look at the graphic. Which floor will the man most likely go to?
(A) 1F
(B) 2F
(C) 3F
(D) 4F

Hawthorne Building Directory	
4F	Sales (Overseas & Domestic)
3F	Human Resources / Management
2F	IT / Finance
1F	Marketing / Legal

LIVEWORKSHEETS

II. READING - PART 7: SINGLE PASSAGES

Overview

In Part 7 of the Reading Test, you will read passages of varying types and lengths and answer comprehension questions about them. The reading passages include types you might see in common business and everyday situations.

The passages may be of the following **types**:

- E-mails
- Letters
- Memos
- Agendas
- Advertisements
- Notices
- Articles
- Reports
- Forms
- Charts, tables and graphs
- Schedules

There is a total of **54 questions** in Part 7 (**Single Passages: 29 questions** & **Multiple Passages: 25 questions**). You will answer a variety of types of comprehension questions. Comprehension question types will include the following:

- **Main Idea**: *What is this report mainly about?*
- **Detail**: *Where does Ms. Kim work?*
- **Purpose**: *Why did Mr. Jones write the letter?*
- **Audience**: *Who is this article for?*
- **Inference**: *What can we infer about the writer of this e-mail?*
- **Vocabulary**: *The word "insight" in line 10 is closest in meaning to*

Remember!

1. **Reading for Main Ideas**
    - Look for topic questions: *What is this article about? What does this letter mainly discuss?*
    - Look for purpose questions: *What is the purpose of this e-mail? Why was this memo written?*
    - As you read, ask yourself: *What is the passage about? What is the purpose of the passage? Who is the passage written for?*
    - Remember, you do not need to read every word in order to understand the main ideas.
    - You can often find information about the main idea near the beginning or end of a passage.
    - Don't worry about words you do not understand. Keep reading until you reach the end.
    - Look for words or phrases that are repeated. They may be important.

LIVEWORKSHEETS

2. Reading for Details

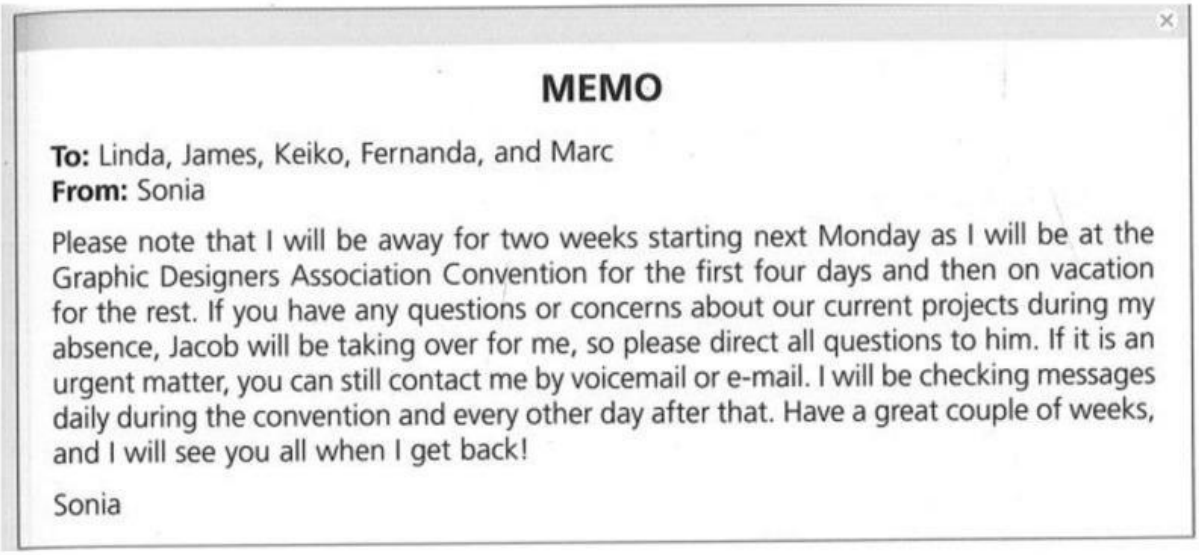
- Look for *Wh*-questions (e.g. questions beginning with *What, When, Why, How*, etc.)
- Before you read, make sure you know what information you need to read for.
- Look for any headings or titles to help you find the part of the passage you need.
- Don't read every word. Focus only on finding the information you need.
- Don't worry about words you do not understand.
- When you find the part you need, read more carefully. Identify any key words or phrases.
- As soon as you have found the information you need, stop reading.

3. Making Inferences

- Look for questions such as *Which of the following can be inferred from this e-mail? Which of these statements is probably true? What is implied about...?*
- As you read, think about the meaning "behind" the words. Pay special attention to words and phrases with positive and negative meanings.
- Try to make deductions as you read, and draw conclusions; for example, about the relationship between the two writers, or what might happen next.
- Consider the whole passage before making any inferences.

LIVEWORKSHEETS

A. Office Memos and Notices



MEMO

To: Linda, James, Keiko, Fernanda, and Marc
From: Sonia

Please note that I will be away for two weeks starting next Monday as I will be at the Graphic Designers Association Convention for the first four days and then on vacation for the rest. If you have any questions or concerns about our current projects during my absence, Jacob will be taking over for me, so please direct all questions to him. If it is an urgent matter, you can still contact me by voicemail or e-mail. I will be checking messages daily during the convention and every other day after that. Have a great couple of weeks, and I will see you all when I get back!

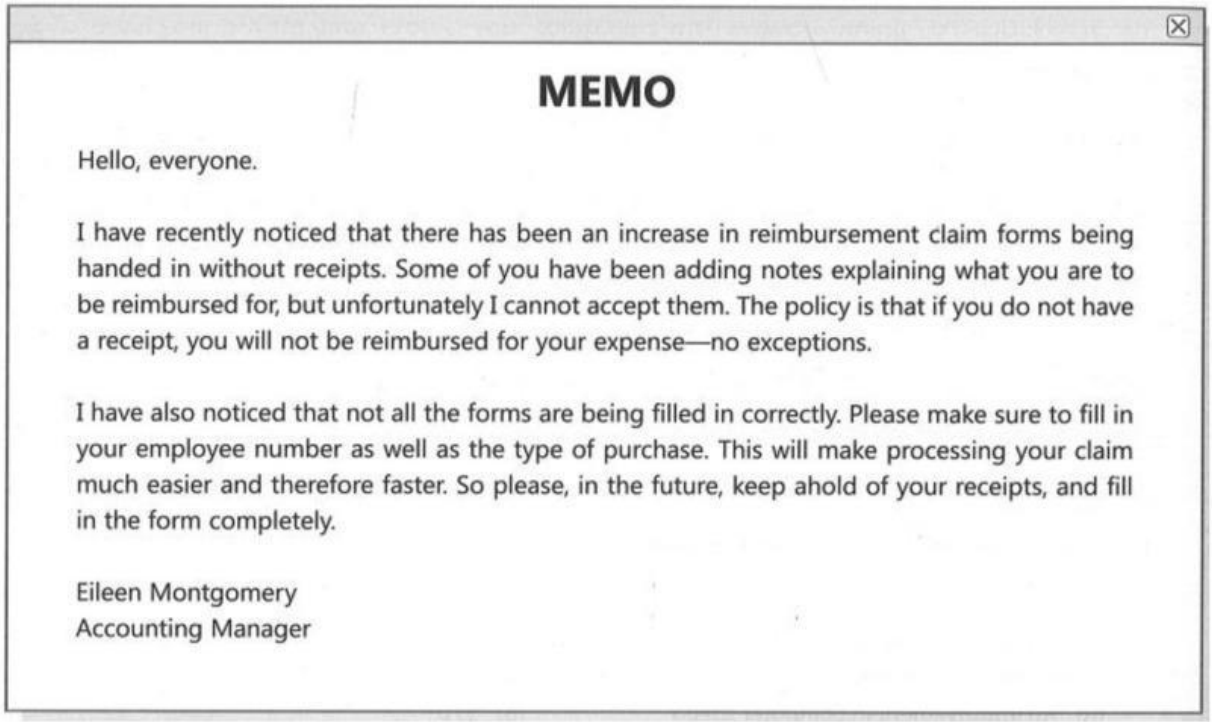
Sonia

What to look for

- What will Sonia be away for? .....
- Who will take over for her? .....
- What should you do if it is an emergency? .....

LIVEWORKSHEETS

Questions 1 – 2 refer to the following memo.



MEMO

Hello, everyone.

I have recently noticed that there has been an increase in reimbursement claim forms being handed in without receipts. Some of you have been adding notes explaining what you are to be reimbursed for, but unfortunately I cannot accept them. The policy is that if you do not have a receipt, you will not be reimbursed for your expense—no exceptions.

I have also noticed that not all the forms are being filled in correctly. Please make sure to fill in your employee number as well as the type of purchase. This will make processing your claim much easier and therefore faster. So please, in the future, keep ahold of your receipts, and fill in the form completely.

Eileen Montgomery
Accounting Manager

1. What is the purpose of this memo?
(A) To issue reimbursement forms
(B) To give receipts back to employees
(C) To remind staff to follow procedures
(D) To outline a new company policy

2. What should employees do to claim reimbursements?
(A) Keep all receipts if they want reimbursement
(B) Fill out the top half of the reimbursement form
(C) Make a copy of their reimbursement forms
(D) Process their receipts before handing them in

LIVEWORKSHEETS

Questions 3 – 4 refer to the following notice.

NOTICE TO RESIDENTS OF GRIFFITH APARTMENTS

May 18
RE: Fire alarms

As longtime residents know, there have been occasional false fire alarms in this building over the past few years. However, the last incident, on May 8, was not a false alarm. There was, in fact, a small fire on the fourth floor. The firefighters who responded expressed concern that so few residents actually left the building in response to the alarm.

Therefore, we'd like to remind you that whenever a fire alarm sounds, you MUST immediately vacate the building using the stairs and remain outside until firefighters announce that it is safe to return. Also, if you have a disability and would require assistance getting down the stairs in such an emergency, please let us know by e-mail as soon as possible at **admin@griffith.com**. We will keep a list of names and unit numbers, and we will provide it to the fire department so that rescue workers know which apartments to check first.

Thank you in advance for your cooperation.

Management
Griffith Apartments

3. What problem is mentioned in the notice?
(A) There have been too many false fire alarms.
(B) Tenants did not exit during a fire alarm.
(C) Some residents were injured in a fire.
(D) Firefighters responded too slowly to a fire.

4. What does the management plan to make a list of?
(A) People who need help evacuating
(B) E-mail addresses of residents
(C) Emergency phone numbers
(D) Safe places to go in a fire

LIVEWORKSHEETS