Jacaranda_ Unit Test 1 and 2 (Listening)

Name: _____

Date: _____, March 2026

LISTENING

A Listen to the telephone call. Choose the best word or phrase – a, b or c – to complete the sentences.

Track 2

0 Alan works in *Technical support* .

a) Marketing b) Technical support c) Phone sales

1 Sofia has a problem with her _____ .

a) telephone b) computer c) mobile phone

2 Alan asks about the computer's _____ .

a) Internet connection b) model number c) delivery date

3 Sofia spells her _____ .

a) department name b) first name c) last name

4 Alan _____ .

a) can send a technician

b) can come to Sofia's office

c) can't help Sofia

5 Sofia has a meeting _____ .

a) in the morning b) in the afternoon c) tomorrow

B Listen again. Complete the form.

Track 2

Technical Support Service Request

Name of caller *Sofia* (6)_____

Department (7)_____

Phone number (8)_____

Office number (9)_____

Technician appointment time (10)_____

LIVEWORKSHEETS