

1. Why can't Elaine Strong answer the phone?

- a) She's talking with another customer.
- b) She's in a meeting.
- c) She's out of the office.

2. What does the caller want the secretary to send?

- a) a list of software products
- b) information on after-sales service
- c) a picture of the newest computers

3. What time will the secretary send the material?

- a) 5:00 p.m.
- b) 2:30 p.m.
- c) 3:30 p.m.

4. What is the caller's name?

- a) Kordel
- b) Cordell
- c) Kordell

5. What is the caller's telephone number?

- a) 560-1782
- b) 560-1287
- c) 560-1828