71-73

W: Looking for an _____activity to _____the coming of spring? Winford Gardens _____an escape filled with calm, peace, and _____just a _____miles from the _____ _____. Winford Gardens has acres of _____ _____filled with plants you won't typically find anywhere near here. This weekend we will have an exhibition of Mexican _____palms. If you have never _____ these striking and unique plants, now is your_____! Winford's café is a _____ _____that _____to be a greenhouse. The _____tropical plants and flowers help make _____there a pleasure.

74-76

M: Good afternoon. Welcome to this week's managers' meeting here at South Truck_____. As you know, we've _____ _____performance _____for our drivers and other employees on_____. I am pleased to _____some _____ _____. Beginning this year, we will use a software _____called Personnel Profile to enter performance appraisals. Let me introduce Ms. Hwa Young Lee, the _____of our IT department. She will walk you through how to enroll in a training _____ on using Personnel Profile, and you will complete your enrollment by the end of this meeting.

77-79

W: Hi. This is Ms. Mitra. You're _____ to _____my furniture to my new apartment tomorrow morning at_____. I'm calling because I just learned that the freight _____ in my building is_____, and my apartment is on a very high_____. I will check first _____tomorrow morning to see what the _____is. But please give me a

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call ___ _____ ___ you can. I have an _____ _____ coming up next week, so this work will have to _____soon.

80-82

M: Good evening, everyone! Welcome to a new _____ of City Opera. I bring some bad news, I'm_____. "Soprano Lisa Gornicka _____me _____today that she will not be able to perform tonight. I know how _____this is. But I also have good news! Soprano Rita Marks is in town and has _____to step in for Ms. Gornicka. Not only is Ms. Marks _____with the _____of Laura, but she also knows the choreography, since she worked with our _____when this _____premiered in Toronto. Wondering what her _____is like? Well, judge for yourself, but I saw the reviews from Toronto. I can guarantee that we are in for a_____!

83-85

W: Thank you for inviting me and _____members of the marketing department to this meeting of the _____and _____team. We always welcome the opportunity to share customer information about our _____with you. I'd like to start off with some information about the _____ _____ car that we launched in department stores and toy stores one month ago. It's been a _____bag. Customers love the _____action of the car and the high _____it can_____. However, they are somewhat disappointed with the _____ _____the car _____with. I _____your team to find ways to make the battery charge _____and _____longer.

86-88

W: Attention, Shopsmart shoppers! In _____you didn't pick up our flyer, we are _____off a Shopsmart _____event. For every two cans of Shopsmart _____or

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_____that you buy, you will be _____in a drawing to _____a _____ _____ that can be used at any Shopsmart_____. "Gift certificates worth $_____ each will be _____to ____lucky shoppers on _____ _____. This offer is _____only for Shopsmart-brand canned_____. Act now! Stock up and join the giveaway! The more you buy, the more chances you have to win!

89-91

M: Hi, Mr. Collins. I'm calling from Silva's_____. I ____ _____to _____your order for the maple floors that you _____me to put in, but I decided to call you first. I just _____out that the hardwood _____has _____the price of the oak flooring. I think you originally preferred oak but _____it was too expensive. The _____looks to be about fifteen_____. Please call me back and let me know if I should still order the maple for you or if you would prefer that l order the oak.

92-94

W: Welcome to the Central Valley _____Center. We're so _____to all of you, our volunteers, for coming out today to help with this project to _____ bluebird nest_____. The Eastern bluebird is a _____ _____that _____an important role in our environment, but it's threatened by _____loss and predation. We have _____ _____ _____ boxes here that will help _____our local bluebird_____. Remember that bluebirds prefer open woodlands and _____with scattered trees. Some _____ locations are _____ _____on the _____you've_____.

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95-97

W: Hi, everyone! I want to update you _____ _____of _____ _____of dishware after the _____of our holiday-themed_____. Our everyday _____continues to perform as_____. Also, I am pleased to _____that our New Year plates are a resounding_____: total wholesale orders have outpaced those of our _____Dawn _____of fine_____. We spent a lot on the _____for New Year, so our CEO will be happy to learn that the _____has _____off. Looks like we will need to _____the Harvest _____brand, though. _____total sales reach those of our Café series by next year, we may even _____it.

98-100

M: I'd like to welcome all of you to your first day of _____at the Wildcats customer service office. Baseball season starts in _____one month. We expect ticket sales to be very good because the Wildcats had _____a great season last year. As you can see on the_____, we have four_____. Make sure you let our customers know about the new Sunday package. It _____tickets for every Sunday _____game _____the season. Our Friday _____package, holiday package, and _____package were _____last year and should _____popular.

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