

Test 1: Listening Part 1

Listening to Problem Solving

- You will hear a conversation in 3 sections. You will hear each section only once.
 - After each section, you will hear 2 or 3 questions. You will hear the questions only once.
 - Choose the best answer to each question.
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Conversation: Section 1

Listen to the first part of the conversation. On the Listening Test, you will hear each part of the conversation only **once**. It is about 1 to 1.5 minutes long.

Questions: Section 1

1. Listen to the question. You will hear it only **once**.

Choose only ONE best answer.

- A. He had a problem with one of the servers.
- B. He tried to order some products online but couldn't.
- C. His customers didn't want to wait.
- D. He couldn't get a discount.



2. Listen to the question. You will hear it only **once**.

Choose only ONE best answer.

- A. the order memo from the company
- B. the technical error message
- C. a discount offer
- D. one of their software applications he wanted



Conversation: Section 2

Listen to the first part of the conversation. On the Listening Test, you will hear each part of the conversation only once. It is about 1 to 1.5 minutes long.

Questions: Section 2

3. Listen to the question. You will hear it only **once**.

Choose only ONE best answer.

- A. Viva Voce Professional edition
- B. Viva Voce Standard edition
- C. Viva Voce Windows Version
- D. All of the above



4. Listen to the question. You will hear it only **once**.

Choose only ONE best answer.



- A. The discount only applied to online purchases.
- B. The software comes in Mac version and Windows version.
- C. The software in the Standard edition has an extra recording function.
- D. The software was not available online.

5. Listen to the question. You will hear it only **once**.

Choose only ONE best answer.



- A. She gave him the discount.
- B. She ordered the Mac version software for tomorrow morning.
- C. She helped him pick the software.
- D. She placed the order on the website for him.

Conversation: Section 3

Listen to the first part of the conversation. On the Listening Test, you will hear each part of the conversation only once. It is about 1 to 1.5 minutes long.

Questions: Section 3

6. Listen to the question. You will hear it **only once**. 

Choose only ONE best answer.

- A. The microphone is always included with the software.
- B. The information on their website isn't very clear.
- C. The quality of the microphone is very good.
- D. The microphone is included because of the issue the man had.

7. Listen to the question. You will hear it **only once**. 

Choose only ONE best answer.

- A. He is pretty poor. He can't afford the microphone.
- B. He doesn't want the free mic that comes with the product.
- C. He didn't need more information about the microphone.
- D. He thinks free mics usually have low quality.

8. Listen to the question. You will hear it **only once**. 

Choose only ONE best answer.

- A. ask his name and his ID number
- B. deliver the software on Wednesday
- C. send only the Windows edition to him
- D. ask for his credit card number