

LISTENING PART 3

TOPIC 2: Workplace Dilemmas

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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

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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

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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?
(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

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.

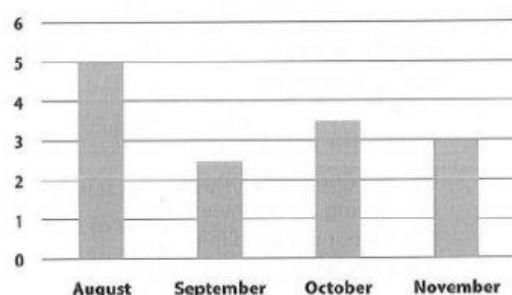
11. What does the man mean when he says, "That won't do"?

- (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

Recurring Customer Visits



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