

WORD PRACTICE

LISTENING COMPREHENSION



Part 1 Photo

Look at the picture and listen to the sentences. Choose the sentence that best describes the picture.



1. (A) (B) (C) (D)

Part 2 Question-Response

Listen to the question and the three responses. Choose the response that best answers the question.

2. (A) (B) (C) 3. (A) (B) (C)

Part 3 Conversation

Listen to the dialogue. Then read each question and choose the best answer.

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| <p>4. What does the company do with garments that have defects?
 (A) It exchanges them for better products.
 (B) It throws them out.
 (C) It stores them at the factory.
 (D) It sells them at a discount.</p> | <p>6. What type of garment does the company manufacture?
 (A) Shirts.
 (B) Skirts.
 (C) Sweaters.
 (D) Uniforms.</p> |
| <p>5. How many of the garments end up with defects?
 (A) 15 percent.
 (B) 16 percent.
 (C) 50 percent.
 (D) 60 percent.</p> | |

Part 4 Talk

Listen to the talk. Then read each question and choose the best answer.

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| <p>7. Who is this talk directed at?
 (A) Store employees.
 (B) Factory workers.
 (C) Product inspectors.
 (D) Customers.</p> | <p>9. What can a customer do with a defective product?
 (A) Ask for a new product in exchange.
 (B) Send it back to the factory.
 (C) Show it to an inspector.
 (D) Return it to the store.</p> |
| <p>8. When is a product inspected?
 (A) When it reaches the store.
 (B) Before it leaves the factory.
 (C) Before the customer takes it home.
 (D) When the customer returns it.</p> | |

READING**Part 5 Incomplete Sentences**

Choose the word that best completes the sentence.

10. _____ equipment on a new car is not only costly, but also dangerous.
 (A) Defect (C) Defective
 (B) Defector (D) Defection
11. Rebecca is known as _____ #321 among her quality control coworkers.
 (A) inspect (C) inspector
 (B) inspection (D) inspecting
12. An employee who _____ his job as important performs better than one who wants only a paycheck.
 (A) perceives (C) perceptive
 (B) perceived (D) perception
13. Agnes was _____ by the odor of the waterproofing.
 (A) repel (C) repelled
 (B) repellent (D) repelling
14. Standardized products are _____ in appearance.
 (A) uniforms (C) uniform
 (B) uniformly (D) unformed
15. Sarah wants to return her dress to the store because it _____ too easily.
 (A) wrinkles (C) wrinkle
 (B) wrinkly (D) wrinkling

Part 6 Text Completion

Thank you for buying a Flexco product. Flexco is a top name in women's clothing, and the Flexco brand carries a reputation for excellence. Customer satisfaction is our top priority, and all Flexco garments carry the Flexco guarantee. All our products must 16 to high standards. They 17 by trained professionals before they leave the factory. If your purchase is defective in any way, you may take it 18 to the store for a complete refund.

16. (A) conform
 (B) conforms
 (C) conforming
 (D) to conform
17. (A) inspect
 (B) inspected
 (C) are inspected
 (D) have inspected
18. (A) up
 (B) out
 (C) off
 (D) back

Part 7 Reading Comprehension

Questions 19–23 refer to the following letter.

October 10, 20—

Customer Service Department
Flexco Women's Clothing
234502 Anthony Place
Woodston, NY 12229

Dear Customer Service,

I am writing to express my extreme dissatisfaction with a recent purchase of a Flexco garment. Last week I went to our local department store to buy a gift for my wife. I chose a very handsome Flexco raincoat and gave it to my wife on her birthday last Saturday. She was pleased with the gift and wore it yesterday because we had a big rainstorm. We were both surprised to find out that the raincoat is not water repellant at all. My wife returned from her walk very, very wet. In addition, the fabric of the coat became wrinkled in the rain. I bought the Flexco raincoat for my wife because Flexco is one of her favorite brands. She already owns several Flexco dresses, skirts, and blouses. We never expected to be disappointed by a Flexco product.

I took the raincoat back to the store this morning. The manager there said that he did not see any defects in the coat, but he offered me a different coat in exchange. Since I understand that Flexco guarantees a complete refund on all its products, I did not accept the manager's offer. I hope that Flexco will stand by its guarantee. I am returning the raincoat with this letter, together with the receipt from the department store, and hope to receive a complete refund before the end of the month. Thank you for your attention to this matter.

Sincerely,

Thomas Jamison

19. Why did Mr. Jamison write this letter?
 - (A) He wants to order more garments from Flexco.
 - (B) He is unhappy with his purchase.
 - (C) He is looking for a present for his wife.
 - (D) He wants to express his appreciation of Flexco products.
20. What Flexco product did Mr. Jamison buy?
 - (A) A dress.
 - (B) A skirt.
 - (C) A blouse.
 - (D) A raincoat.
21. What happened when Mr. Jamison returned to the store?
 - (A) He bought more garments.
 - (B) He was offered a refund.
 - (C) He was offered a new coat.
 - (D) He noticed some defective clothes.
22. The word *wrinkled* in line 5 of the first paragraph is closest in meaning to
 - (A) creased
 - (B) wet
 - (C) destroyed
 - (D) dirty
23. The word *brands* in line 6 of the first paragraph is closest in meaning to
 - (A) gifts
 - (B) names
 - (C) stores
 - (D) styles