

Listening exam Unit 1: Market Leader Upper-Intermediate

Communications

Because what they've done is they've built (3)
voicemail maze, which seems to be designed to prevent you ever from getting to
talk to(3) who could actually answer your question or solve
your problem. So you go through —push one for this, dial one for this, dial two for
this, dial(3).

Neither option seems to answer my question, so(4)?

Sometimes I arrived at points where literally my options were to hear
.....(3), which was no use, or hang up. There are some points
where, if you just don't do anything and hang on the line,
.....(4) to talk to a human being.... but it takes you a while,
you know, many minutes(3), repeated attempts to find out
where those are. And so, I don't really know what they're(3).
They've obviously put, I suppose, put emphasis(2), but, in
the process, they've actually made themselves almost impossible
.....(3).