

**Module:** Travel & Transportation  
**Competency:** Listening CLB 3.3 Getting Things Done  
**Task:** Understand Dialogues About Car Service / SU

### Dialogue 1 Questions

1. What time of day is it?  
a. Morning      b. afternoon      c. evening
2. What does the customer want?  
a. To get her brakes fixed  
b. To get her windshield fixed  
c. To have an oil change  
d. To get new tires
3. What is the problem?  
a. The brake light is on  
b. The brake pedal doesn't work  
c. The brakes don't stop  
d. There is a loud noise
4. Where is the customer going to wait?  
a. At Coffee Time  
b. At McDonalds  
c. At the doctor's  
d. At Tim Hortons
5. What time will the mechanic be finished?  
a. 11:00 a.m.  
b. 11:30 a.m.  
c. 12:00 p.m.  
d. 12:30 p.m.

### Dialogue 2 Questions

1. What does the customer need?  
a. To get her brakes fixed  
b. To get her windshield fixed  
c. To have an oil change  
d. To get new tires
2. What was she doing when the problem happened?  
a. She was driving on the highway  
b. She was driving on the street  
c. She was speeding  
d. She was walking
3. When does the garage have time for her?  
a. On Monday  
b. On Sunday  
c. On the weekend  
d. Today
4. Does the customer stay or leave?  
a. Stay      b. Leave