

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

Dialogue 2 Questions

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