

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

Dialogue 3

1. What does the customer want?
 - a. To get windshield fixed
 - b. To get a new battery
 - c. To get new tires
 - d. To get an oil change
2. When is the first opening?
 - a. 4:30
 - b. 5:30
 - c. 6:30
 - d. 7:30
3. Why can't the customer take the first opening?
 - a. She has a doctor's appointment
 - b. She will go to bed
 - c. She will eat dinner
 - d. She will visit her friend
4. What is the next appointment time?
 - a. Today at 3:30
 - b. Tomorrow at 3:30
 - c. Today at 5:30
 - d. Tomorrow at 5:30
5. How much will the customer pay?
 - a. \$45.59
 - b. \$49.95
 - c. \$89.95
 - d. \$98.95

Dialogue 4

1. What does the customer need?
 - a. To replace the battery
 - b. To replace the windshield
 - c. To replace the tires
 - d. To replace the wipers
2. How long will it take?
 - a. Half an hour
 - b. One hour
 - c. One minute
 - d. Two hours
3. What does the customer want to drink?
 - a. Cappuccino
 - b. Coffee
 - c. Orange juice
 - d. Tea
4. Does the customer pay for this drink?
 - a. No, it's free from the machine
 - b. Yes, she has to buy it at the mall.
5. What does the customer have to do with her car?
 - a. Park it beside the sign
 - b. Park it in the garage
 - c. Sit in it
 - d. Wash it