INDICATORS.

- Discriminates facts from assumptions about customer service contexts when listening to picture descriptions
- Identifies main ideas from audios related to customer service contexts by given responses.

A. Listen to four descriptions. Click over the option that correctly describes the photograph.



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



2 (A) (B) (C) (D)



3. (A) (B) (C) (D)



4. (A) (B) (C) (D)

LIVEWORKSHEETS



5. (A) (B) (C) (D)



6. (A) (B) (C) (D)

B. Listen again and complete the spaces by writing the correct word from the audio.

Hello, this _____ message is for Stephen. Stephen, my name is Ted Wilcox, and I'm _____ calling about the 2006 Hyashi _____ - _____four-door sedan that you have _____ advertised on the Auto Deals _____ website. You said your Hyashi has only 20,000 miles on it. I'm wondering if you're the original _____owner, and also if those are mostly _____ highway miles or city miles? I'd also like to _____ know if it's been in any accidents. I'm very interested in _____ looking at it and taking a test drive. I'm available _____ tonight and all day tomorrow, and I live in the north part of _____ town, not far from you. If it's still _____ available, could you please call me at 555-8448? That's my home number. My cell phone is 555-4884. Again, my name's Ted, and I _____ hope to hear from you _____ soon. Thanks. Goodbye.

LIVEWORKSHEETS

LIVEWORKSHEETS