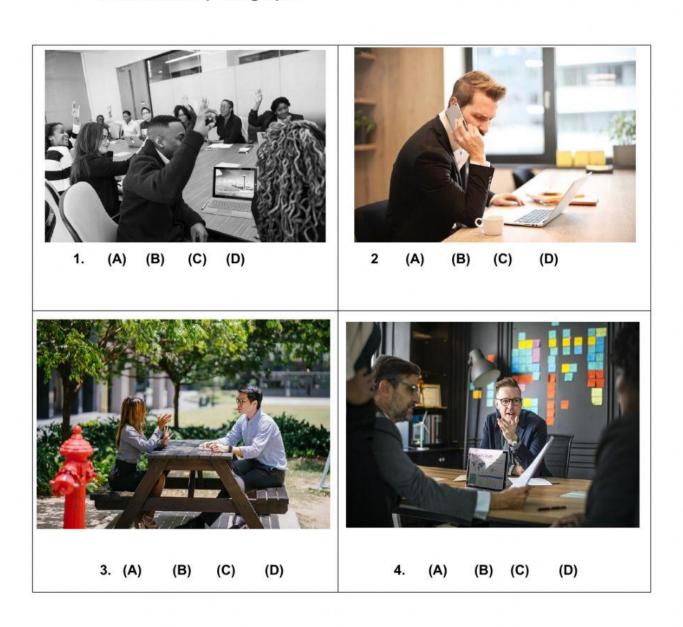
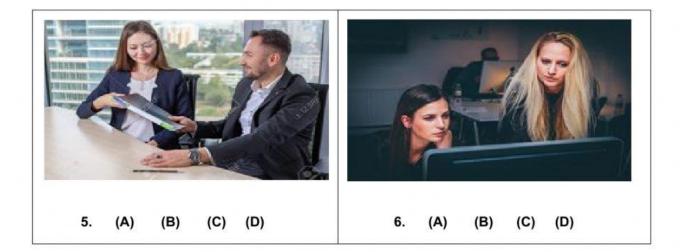
INDICATORS.

- 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.





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			
Auto Deals			
miles on it. I'm wondering if			
those are mostly	highway miles	or city miles? I'd also	like to
know if it's	been in any acciden	ts. I'm very interest	ted in
looking at it a	and taking a test drive. I'	m available	
tonight and all day tomorrow	v, and I live in the north	part of	town,
not far from you. If it's still			
555-8448? That's my hom			
name's Ted, and I	hope to hear from	om you	soon.
Thanks. Goodbye.			

BLIVEWORKSHEETS

