

### 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)



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.

