



Listen to the conversation and choose the best answer.

Question 1

1. When did the man order the papers?

- (A) Yesterday
- (B) 2 weeks ago
- (C) Last week
- (D) A month ago

2. Why hasn't the shipment arrived yet?

- (A) The address was not correct.
- (B) The workers went on strike.
- (C) The order form was completed late.
- (D) The shipment was held up at customs.

Question 2:

1. Why can't the man wait for his turn?

- (A) He has to attend a meeting.
- (B) He has to meet clients.



- (C) He has to get back to work.
- (D) He has to have lunch.

2. What does the woman suggest the man do?

- (A) Come back when the phone is fixed
- (B) Wait until his turn
- (C) Support other customers
- (D) Contact her later

Question 3:

1. What problem are they discussing?

- (A) The tablet is not working properly.
- (B) The store is under repair on Friday.
- (C) The woman is busy on Saturday.
- (D) Her presentation is not good.

2. What are the women asked to do?

- (A) Come back at the weekend
- (B) Contact them next week
- (C) Wait a few minutes
- (D) Contact the technician right away



Question 4

1. How long is the special offer?

- (A) One day
- (B) One week
- (C) 3 years
- (D) One month

2. What does the man think of the special offer?

- (A) It is a good chance.
- (B) It is not cheap.
- (C) It is not a new offer.
- (D) It is not very attractive.

3. What does the woman recommend the man do?

- (A) Buy an executive desk
- (B) Request a warranty extension
- (C) Order some items right away
- (D) Choose express shipping