



**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