



Listen and fill in the blanks.

Talk 1:

W: Welcome everybody to the Before I introduce our, Dr.Edision, I would like to inform you some changes to our show today. Dr.Ava has got a cold, so sadly, she can not be here. Dr.Forrester will give a in Room C on Professional Development. After lunch, Dr. Camellia with her speech about Effective Communication Skills will in Room 102 on the third floor, not in Room 103 as it says in your brochure. One more change to remember is that the buffet reception will start 30 minutes early at 7, in Maddie Hall. That's the end of the announcement. Now, let the show begin!

Talk 2:

M: Good afternoon. We're here at the Thank you very much for the meeting today. The purpose of this gathering is to the result of the customer on our latest eye-wear line which was sent to me early this morning by our customer service department. Generally, the results show positive feedback and customers are most satisfied with the colors. However, the aspect getting the lowest score needs to have a closer look right away. I'd like you to give on how to make improvements on the Don't hesitate to share your opinions when you're ready.