



ENGLISH PROGRAM FOR CALL CENTER MINEC-ITCA

ENGLISH LISTENING TEST

STUDENT'S NAME: _____

INSTRUCTOR: LIC. NEHEMIAS REYES

LEVEL: A2

GROUP: 05

OBJECTIVE: To evaluate student's progress about their listening skills.

LISTEN TO THE RECORDING AND ANSWER THE QUESTIONS. 

1. The young man needs a new phone because _____.
 - A. his phone is an older model
 - B. someone stole his last one
 - C. his parents took his last one

2. How many phones does the young man already have?
 - A. three
 - B. two
 - C. four

3. According to the conversation, what are the young man's parents like?
 - A. friendly
 - B. generous
 - C. kind

4. What do his parents want their son to do to get a phone
 - A. find a job and work to earn money
 - B. ask his brother if he can use an old phone
 - C. take out money from his bank account

5. What is the BEST word to describe the young man's personality?
- A. talkative
 - B. self-centered
 - C. mean

LISTEN TO THE RECORDING AND ANSWER THE QUESTIONS. 

6. What is the man's main problem with his computer?
- A. His computer has a virus.
 - B. It crashes a lot.
 - C. It has a lot of junk software.
7. The computer warranty _____.
A. doesn't cover software issues and problems
B. has expired
C. isn't valid because the man didn't register the computer
8. The conversation suggests that _____.
A. they are understaffed to handle customer complaints
B. they sent the man the wrong computer
C. it doesn't provide long warranties
9. The main selling point of the second company is that _____.
A. the company manufactures secure and trustworthy machines
B. their products are the newest on the market
C. the computers are cheaper than their competitors
10. What is the name of the second company?
A. Turban Commando
B. Turner Computers
C. Turbo Command

LISTEN TO THE RECORDING AND ANSWER THE QUESTIONS. 

11. Where is the man going on vacation?
 - A. Germany
 - B. France
 - C. Italy

12. Where did he meet Claudia?
 - A. at a music store
 - B. online
 - C. at the post office

13. What advice does Markus give Pete about meeting Claudia's parents?
 - A. smile and be friendly
 - B. be on time
 - C. take a small gift

14. What is one thing Markus does NOT say about greeting Claudia?
 - A. give her a friendly hug
 - B. shake her hand
 - C. take her some flowers

15. Markus' final suggestion for Pete is that he should _____.
 - A. buy souvenirs for Claudia's family
 - B. brush up on his German
 - C. visit Berlin during his visit