



Listen and fill in the blanks.

Question 1:

W: Good afternoon, everyone. Thank you all for coming to the staff meeting today. I have just received the results of the customer survey on our new line of from the customer service department. Let's Generally, our new products received good comments from customers, especially about the quality. However, there is one thing that we should Now, could you please think of some ideas on how we can improve the category that got only three stars. Then, I'd like to give you some time to talk.

Question 2:

W: Good morning, everyone, and thank you all for attending the workshop today. Please welcome our special Mr. John Smith. Let me tell you more about him. He is working at Reliant Financial as a consultant and is well-known for in many big companies. We have invited him today to give a talk. Now, I think, it's time to welcome him to the stage. Please give him a round of applause.



Question 3:

M: Good morning, everyone. Thank you all for coming to the Workshop.

This is a great opportunity for us to listen to 15 presentations from different guest speakers. After the talk, you can also join the discussions and networking sessions. To begin with, let's move to the Great Hall for the Snacks and soft drinks will be served there. In the evening, you can enjoy dinner together in the hotel banquet room at 8 P.M.