

**41-43**

W-Br Hi Yoon-Ho. Do you have a minute? (41) Anita and I need your \_\_\_\_\_ with our e-mails.

M-Au Sure. (41) How can I help?

W-Br (41) The \_\_\_\_\_ seems to be running very slow. We've been experiencing \_\_\_\_\_ in receiving e-mails, right Anita?

W-Am Yes. Since we have deadlines that are very time sensitive, can you look into this right away?

M-Au You know, (42) several people have already called us at the \_\_\_\_\_ about it this morning. It's our top priority now.

W-Am Thanks. (43) We're on our way to catch a \_\_\_\_\_ now, but could you please call us when it's all taken care of?

**44-46**

W-Br (44) Paniz Outdoor Tours. Can I help you?

M-Cn I'm from Alderman Associates, and (44) I'm calling to book a \_\_\_\_\_ of the city for my colleagues and me. There are eight of us, and we'd like to go next Thursday.

W-Br I'm sorry (45) we'll be closed next Thursday. We're \_\_\_\_\_ all of our bikes, and it'll take a few days to get them ready to ride.

M-Cn Oh, we work nearby, so we could go another time.

W-Br Great. So, what about the following Monday \_\_\_\_\_?

M-Cn That works. We have a \_\_\_\_\_ with you already, so you should have all of our information on file.

W-Br In that case, (46) just tell me your membership number, and I'll make the \_\_\_\_\_.

**47-49**

M-Cn Ms. Khan, (47) this is James Wilson, one of the freelance \_\_\_\_\_ for your magazine. I'm calling about the September \_\_\_\_\_.

W-Am Right. I know we're using some of your photos for the \_\_\_\_\_ spread about homes in San Francisco.

M-Cn Yes. But (48) I have a few more shots I took this weekend when there was a beautiful sunset. Would you be interested in looking at those?

W-Am The issue is already being \_\_\_\_\_.

M-Cn Oh, I see. Sorry to bother you, then.

W-Am Actually, I'm glad you called. (49) We're opening a position for \_\_\_\_\_ photo editor, and I wonder if you can come in for an \_\_\_\_\_. I think you'd be great for the job.