



PART 3

Questions 32 through 34 refer to the following conversation.

W: Hi, I'm in room 805. I checked in _____. This is already the third time I'm having problems with _____. You need to do something about it.

M: I'm sorry, ma'am. If you can give us more _____ about your problem, we could fix it far more quickly.

W: Well, the water is so weak and it suddenly turns into cold water in the middle of shower. I _____ you find out what the problem is.

M: I feel so bad about your inconvenience. Why don't I _____ you to one of our suite rooms to make up for your trouble?

32. What is the woman's problem?

- A. She was overcharged.
- B. Her room is too small.
- C. Facility is not working properly.
- D. She checked in too late.

33. How long has the woman stayed in her room?

- A. One day
- B. Two days
- C. Three days
- D. Five days

34. What does the man offer?

- A. Move to another hotel
- B. Give her a refund
- C. Change the room
- D. Investigate the problem himself

Question 35 through 37 refer to the following conversation.

M: Hi, I'm looking for a guitar to learn with. Do you have one for _____?

W: Sure we do. Is there anything particular you're looking for?

M: I was hoping to get the one that is _____.

W: I understand. But the problem with guitars in the lower _____ is that they can be hard to tune. A lot of beginners end up quitting because the notes don't sound right.

M: Well, the guitar is actually for me, and I have a little of experience of playing other _____, so I don't think that will be a problem.

W: In that case, the guitars you should look at are on this wall.

M: They look fine to me. Is there anything else I should know about before starting playing?

W: Well, I suggest buying some _____, too. We have a large selection of beginner's books to get you started with your new guitar.

35. Who is the woman?

- A. A school teacher
- B. A sales clerk
- C. A librarian
- D. A songwriter

36. What problem does the woman mention?

- A. All classes have been filled up.
- B. A musical instrument cannot be returned.
- C. Only advanced level books are available.
- D. Inexpensive guitars are difficult to tune.

37. What does the woman suggest the man do?

- A. Sign up for lessons
- B. Attend a guitar concert
- C. Purchase some books
- D. Visit the store again later

Questions 38 through 40 refer to the following conversation.

W: Good afternoon. Do you need any help finding something? I'm _____ of the store.

M: I'm fine. I just came here to look for a _____ for my brother and I found a jacket that he would like.

W: That's great. Before you pay for it, however, let me give you a great offer. If you sign up for our Frequent Shoppers Card, you'll get _____ that you will pay today. Would you like an application form?

M: Yes, please. That sounds like a good deal. I guess I have to get _____ first to get a discount.

38. Why is the man at the store?

- A. To see the manager
- B. To meet with his brother
- C. To apply for the card
- D. To purchase a present

39. What special offer is currently available?

- A. A discount card
- B. Extended warranty
- C. Personalized gift wrapping
- D. Free delivery

40. What will the man most likely do next?

- A. Speak to the manager
- B. Join the fitness club
- C. Sign up for the card
- D. Apply for the position