

### **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