

NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

# Test-Taking Skills Booster

## UNIT 3

### READING

**A** Complete the conversation in your own words. Write one word for each item.

**A:** Hey, Pete.

**B:** Hi, Lou. Listen, could we have the conference room set ..... (1) for the workshop tomorrow?

**A:** Well, that ..... (2) be difficult. I'm really ..... (3) today.

**B:** I understand.

**A:** But I'll ..... (4) what I can do. I can stay late today if necessary.

**B:** I really ..... (5) it, Lou. Actually, could you do me another favor and ..... (6) someone make copies of the agenda?

**A:** Sure. Anything else?

**B:** No. Just remind me to check the ..... (7) system before we start. Last week there were some problems with the lapel mike.

**A:** OK. By the way, do you have someone to ..... (8) the speaker?

**B:** Yes, Jeff from Marketing will be doing that.

**A:** Perfect.

**B** Choose the best word to complete each sentence.

1 If you're a procrastinator, you tend to put things ..... rather than do things right away.

A away      B on      C off      D under

2 You shouldn't ..... your customers' time by making them wait for a service.

A spend      B pay      C avoid      D waste

3 If you run into a problem, you should apologize to your customer and promise them to find .....

A a product      B a service      C a solution      D a request

4 If you are ..... and treat your customers well, they will recommend you to other people.

A reliable      B expensive      C dishonest      D disorganized

5 "If your product falls apart, take ..... and replace it immediately."

A care      B responsibility      C attention      D apology

6 If you are a good listener, your customer will feel ..... and heard.

A used      B efficient      C responsible      D respected

- 7 "Be sure to pay ..... to your customers' complaints as well as their praise."  
**A** responsibility      **B** attention      **C** financially      **D** promises
- 8 Above all, thank customers for their business and make them feel .....  
**A** professional      **B** honest      **C** valued      **D** urgent

### **LISTENING**

- A** ►3.05 Listen to each statement. Choose the one that goes with the picture.



- 1 A B C D



- 2 A B C D



- 3 A B C D



- 4 A B C D

- B** ►3.06 Listen to the statement or question. Choose the letter of the correct response.

- 1 A B C

- 5 A B C

- 2 A B C

- 6 A B C

- 3 A B C

- 7 A B C

- 4 A B C

- 8 A B C