

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