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

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LIVEWORKSHEETS

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

2 A B C

3 A B C

4 A B C

5 A B C

6 A B C

7 A B C

8 A B C

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LIVEWORKSHEETS