

Questions 49-51 refer to the following conversation.

49. What type of event are the speakers discussing?

- (A) A shareholders' meeting
- (B) A press conference
- (C) A job fair
- (D) A product demonstration

A	B	C	D
A	B	C	D
A	B	C	D

50. What problem did the woman experience with one of the restaurants?

- (A) An unhelpful staff member
- (B) A poorly cooked meal
- (C) A billing error
- (D) A delivery delay

Catering Company	Cost
Café Delight	\$1,250
Corner Deli	\$1,400
Golden Eagle	\$950
Star Restaurant	\$850

51. Look at the graphic. How much will the lunch most likely cost?

- (A) \$1,250
- (B) \$1,400
- (C) \$950
- (D) \$850

W: Hi, Haruto, have you picked the caterer for (1) _____? We want everything to go smoothly.

M: I haven't decided yet, but I've got quotes from a few local caterers. Our (2) _____ so I'm leaning toward Star Restaurant. They have the least expensive lunch service.

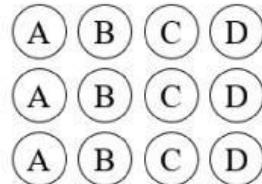
W: You know... I've had problems with Star Restaurant. I hired them (3) _____ last month, and they delivered the food (4) _____. I just don't want a delay like that to happen during this meeting. You can spend a little more money if you need to.

M: Oh, I'm so glad you told me. Then let's go with Golden Eagle.

Questions 52-54 refer to the following conversation.

52. Where is the conversation most likely taking place?

- (A) At a hardware store
- (B) At a clothing shop
- (C) At a bakery
- (D) At a pharmacy



53. How do the speakers hope to increase sales?

- (A) By advertising online
- (B) By offering a new product
- (C) By providing free delivery
- (D) By discounting some items

54. What will the man do next?

- (A) Contact a vendor
- (B) Talk to a colleague
- (C) File some invoices
- (D) Get some more supplies

M: Hi, Maria. Were you (1) _____ yet?

W: Yes, I've started on the Anderson order. It's a little more complex than I thought it would be.

M: Yes, they're (2) _____ and they do take a little more time, but it'll be worth it.

W: Right. We can definitely increase our bakery's sales (3) _____.

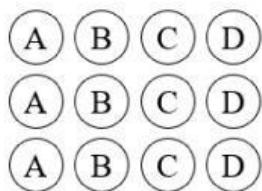
Take a look! Is the color of this frosting ok?

M: Actually, the order called for a dark pink. This is a little too pale. Let me get some (4) _____ from the supply closet.

Questions 55-57 refer to the following conversation.

55. What are the speakers preparing for?

- (A) A job fair
- (B) A client visit
- (C) A training session
- (D) A retirement dinner



56. Look at the graphic. How much will the speakers most likely spend per person?

- (A) \$6
- (B) \$8
- (C) \$10
- (D) \$12

57. What does the woman say she will do next?

- (A) Prepare an itinerary
- (B) Buy some train passes
- (C) Visit some restaurants
- (D) Confirm a hotel reservation

Menu Options	
Stuffed Eggplant	\$6 per person
Vegetable Pasta	\$8 per person
Roast Chicken	\$10 per person
Baked Salmon	\$12 per person

W: Hey, David. (1) _____ next week, and we need to order the food for the welcome dinner. Which of these dishes do you think we should get?

M: Well, the last time we had clients here, we ordered (2) _____. Everyone really liked it.

W: Yeah, I remember. But this time we have (3) _____, so I wanted to order something different.

M: (4) _____?

W: I was thinking that, too. Also, we still have to (5) _____ for our clients. I'm going to do that now.

Questions 58-60 refer to the following conversation.

58. Where does the man work?

- (A) At a bus station
- (B) At a financial firm
- (C) At a dental office
- (D) At an auto repair shop

(A)	(B)	(C)	(D)
(A)	(B)	(C)	(D)
(A)	(B)	(C)	(D)

59. What does the man offer to contact the woman about?

- (A) A business's holiday hours
- (B) An appointment opening
- (C) The status of a delivery
- (D) The cost of a service

60. Why does the man say, "the Number 10 bus stops right outside our building"?

- (A) To recommend that the woman take the bus
- (B) To request that a bus route be extended
- (C) To correct an error on a map
- (D) To complain about traffic noise

M: Good morning! You've reached Taylor Dental. How can I help you?

W: Hi. This is Susan Walker, one of Dr. Taylor's patients. I'd like to (1) _____ for a teeth cleaning this Friday. Will that be possible?

M: Unfortunately, we're all booked this week. But if someone cancels and (2) _____, I could contact you.

W: Sure, thanks.

M: I should let you know, in case you do get an appointment, that (3) _____, so you can't park there.

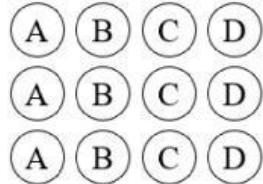
W: Oh no. I don't know of (4) _____ nearby.

M: Well, the Number 10 bus stops right outside our building.

Questions 61-63 refer to the following conversation.

61. Who is Mr. Benson?

- (A) An assistant
- (B) A client
- (C) A project manager
- (D) A shipping coordinator



62. Why did Mr. Benson call?

- (A) To request an earlier delivery
- (B) To inquire about a bill
- (C) To report a mistake
- (D) To complain about some noise

63. What does the woman say she will do?

- (A) Place an order
- (B) Change suppliers
- (C) Collect some tools
- (D) Review some blueprints

M: I just got a call from Mr. Benson, (1) _____ 488 Oak Street, where we're doing (2) _____. He was a little upset. He says (3) _____ has been installed in his kitchen.

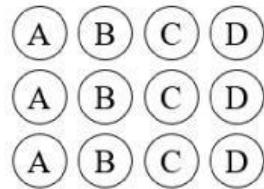
W: That's strange. I placed the order for that countertop myself. It was white marble, if I remember correctly. I'd better (4) _____.

M: OK. I'll call Mr. Benson back and let him know we're ordering him a new one right away.

Questions 64-66 refer to the following conversation.

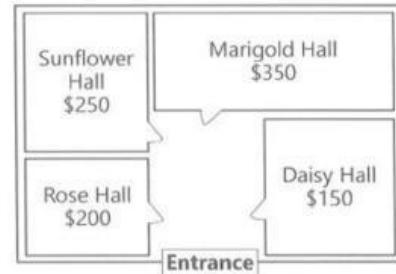
64. What event is the man calling about?

- (A) A trade show
- (B) A training workshop
- (C) An awards dinner
- (D) A retirement celebration



65. Look at the graphic. How much will the man's reservation cost?

- (A) \$200
- (B) \$250
- (C) \$350
- (D) \$150



66. According to the woman, why is a catering business popular?

- (A) It offers vegetarian dishes.
- (B) It uses local ingredients.
- (C) The prices are reasonable.
- (D) The chef is famous.

W: Thanks for calling the Forester Hotel. How can I help you?

M: Hi, I'm arranging (1) _____ for my company. I checked your Web site ... Can I reserve the Rose Hall for May fifteenth?

W: Let me check the schedule ... I'm afraid the Rose Hall's unavailable that day. The Sunflower Hall is available. It's (2) _____ than the Rose Hall, but it's larger.

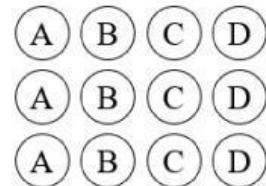
M: Hmm, that's OK. (3) _____. I also had a question about food for the dinner. Can you (4) _____?

W: Oh, I'd recommend Sammy's Catering. It's popular because of (5) _____ they offer.

Questions 67-69 refer to the following conversation.

67. According to the speakers, what happened last week?

- (A) A new product was launched.
- (B) A software package was purchased.
- (C) A technical issue was resolved.
- (D) A regional office was closed.



68. What industry do the speakers work in?

- (A) Health care
- (B) Finance
- (C) Technology
- (D) Education

69. What will the man do next week?

- (A) Attend a training
- (B) Travel for business
- (C) Prepare a slideshow
- (D) Revise a contract

W: Dave, have you had a chance to meet Yanmei Li, the new head of marketing, yet?

M: No, I haven't had time. I was busy with (1) _____ last week.
Have you met her?

W: Yeah, she seems very approachable. Her last job was (2) _____, so I think she's a really good fit for the company. So, how did the new product launch go?

M: Really well. We started in Europe and we'll expand to North America. (3) _____.

Questions 70-72 refer to the following conversation.

70. According to the woman, what is the benefit of changing a process?

- (A) It will decrease the workload.
- (B) It will make the company more competitive.
- (C) It will help prevent mistakes.
- (D) It will save money.

A	B	C	D
A	B	C	D
A	B	C	D

71. Look at the graphic. Which step do the speakers agree should be removed?

- (A) Step 1
- (B) Step 2
- (C) Step 3
- (D) Step 4

Interview Process	
Step 1	Computer skills test
Step 2	Phone conversation
Step 3	Group interview
Step 4	On-site interview

72. What will the speakers do next?

- (A) Review a budget
- (B) Prepare a presentation
- (C) Print out some resumes
- (D) Hire a consultant

W: Hi, Corey. I wanted to talk to you about the way we currently conduct hiring for the firm. I was thinking that we could reduce our (1) _____ in the Human Resources Department by reducing the number of steps in the hiring process.

M: Well, we have to be sure we hire the right people. We can't (2) _____
_____. That's the best way to decide who we should bring in interviews. But we could (3) _____.

W: I agree. Honestly, those haven't provided much information about job candidates in the past.

M: Good point.

W: OK, let's (4) _____ to show Mr. Kobayashi our idea.

M: All right.

Questions 73-75 refer to the following conversation.

73. Where does the woman work?

- (A) At an electronics store
- (B) At a newspaper publisher
- (C) At a bank
- (D) At a hotel

A	B	C	D
A	B	C	D
A	B	C	D

74. Why is the man calling?

- (A) To update a mailing address
- (B) To complain about a billing error
- (C) To inquire about a job opening
- (D) To request a price estimate

75. What does the woman say she will do next?

- (A) Schedule an appointment
- (B) Talk to a coworker
- (C) Process a refund
- (D) Send some samples

W: Good morning, and thank you for (1) _____ Bridge City Hotel. How may I help you?

M: Hello. I just saw an advertisement for (2) _____ at your hotel. If the job's still available, I'd like to apply for it.

W: (3) _____ Elena Smith. She's our (4) _____, so she'd know if the position has been filled yet.

Questions 76-78 refer to the following conversation.

76. What field do the speakers most likely work in?

- (A) Technology
- (B) Journalism
- (C) Medicine
- (D) Agriculture

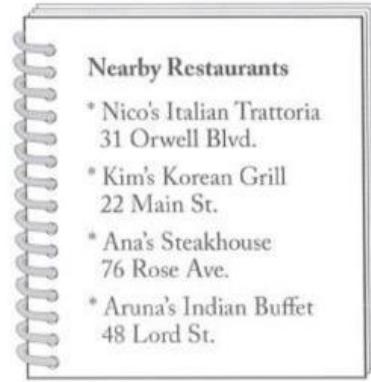
A B C D

A B C D

A B C D

77. What will take place in the afternoon?

- (A) An interview
- (B) A workshop
- (C) A job fair
- (D) A trade show



78. Look at the graphic. Where will the speakers probably have lunch?

- (A) At Nico's Italian Trattoria
- (B) At Kim's Korean Grill
- (C) At Ana's Steakhouse
- (D) At Aruna's Indian Buffet

M: (1) _____ has been really good so far. I'm looking forward to the rest of it.

W: Me too. (2) _____ on ethics in medicine should be very interesting. A colleague of mine is leading it.

M: The workshop starts in an hour, so we'd better get lunch now if we want to get back in time.

W: Well, I found some dining options for the area in this guidebook. (3) _____ is my favorite, but I think Main Street is a bit far from here.

M: Hmm ... We're on Lord Street.

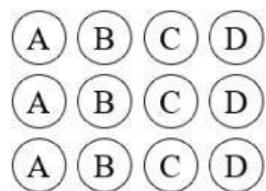
W: Oh, the guidebook (4) _____ on Lord Street. It should be on this block. Let's eat there.

M: OK.

Questions 79-81 refer to the following conversation.

79. What are the speakers preparing for?

- (A) A training session
- (B) A marketing presentation
- (C) An employee celebration
- (D) A board meeting



80. What problem does the man mention?

- (A) A computer is not working.
- (B) A staff member is unavailable.
- (C) A document is incorrect.
- (D) A door is locked.

81. What does the woman ask the man to do?

- (A) Create name tags
- (B) Set up some equipment
- (C) Clean a conference room
- (D) Confirm a supply order

W: Robert, is everything ready for (1) _____? We should get started soon.

M: Actually, I just noticed (2) _____. Some of the (3) _____.

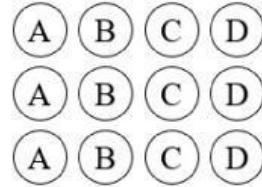
W: Yes, you're right. Sorry I didn't mention it earlier. That's already been fixed, and there's a new version. I'll go down the hall and print out some new copies. While I do that, can you (4) _____?

M: Yeah, I'll go make sure (5) _____ is ready.

Questions 82-84 refer to the following conversation.

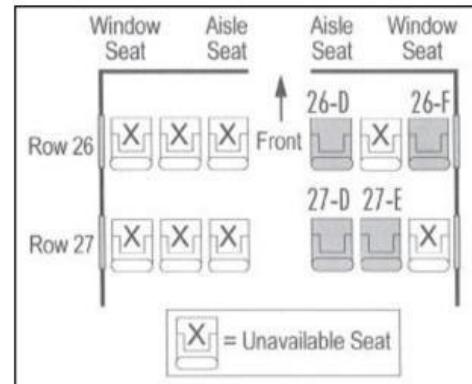
82. What is the purpose of the woman's trip?

- (A) To attend a conference
- (B) To take a vacation
- (C) To meet with some potential clients
- (D) To assist with a branch opening



83. What does the woman agree to do?

- (A) Give a presentation
- (B) Pay an additional fee
- (C) Travel on a different day
- (D) Make a dinner reservation



84. Look at the graphic. Which seat does the woman request?

- (A) 26D
- (B) 26F
- (C) 27D
- (D) 27E

M: Ms. Parker, would you still like me to book a flight for you to Hawaii?

W: Yes, I would (1) _____ is finally opening, and I want to be there for the first week to make sure everything goes smoothly.

M: OK. When do you want to leave?

W: Are there any flights on June fifteenth?

M: Let me check online now. Hmm, all flights on that day are sold out. But there's (2) _____ on June fourteenth.

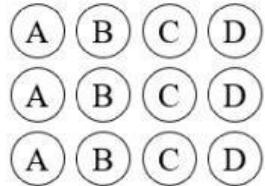
W: That date (3) _____. I'd (4) _____, if there is one.

M: There's just one seat (5) _____. I'll book that for you now.

Questions 85-87 refer to the following conversation.

85. Where do the speakers most likely work?

- (A) At a manufacturing company
- (B) At a grocery store
- (C) At an employment agency
- (D) At a shipping service



86. According to the men, what is causing a problem?

- (A) Some workers have called in sick.
- (B) A vehicle has broken down.
- (C) A machine is operating slowly.
- (D) The boxes are the wrong size.

87. What does the woman suggest?

- (A) Checking a warranty
- (B) Postponing an inspection
- (C) Purchasing a different product
- (D) Scheduling a repair

W: Hi, Joon and Raj. I received your message about a problem with (1) _____
_____. What's happening?

M: Well, the bottle cleaning unit is running very slowly. Raj reported the problem to a technician.

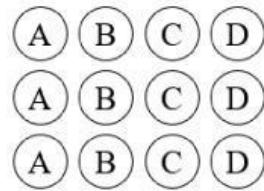
M: Right, I did. The technician noticed that not all the nozzels are working. So the cleaning cycle is (2)

W: That is a problem. (3) _____ for the
repair.

Questions 88-90 refer to the following conversation.

88. What problem does the woman mention?

- (A) Some labels are incorrect.
- (B) An item is unpopular.
- (C) A shipment is delayed.
- (D) More storage space is needed.

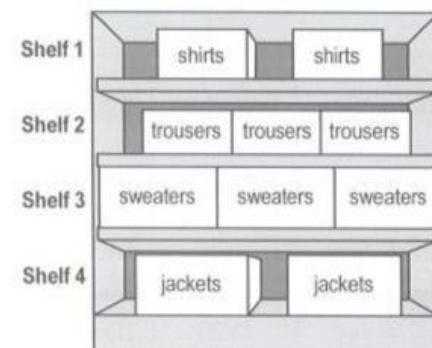


89. Look at the graphic. Which shelf will the man work on today?

- (A) Shelf 1
- (B) Shelf 2
- (C) Shelf 3
- (D) Shelf 4

90. What does the woman tell the man to do?

- (A) Sign for a delivery
- (B) Put price tags on some items
- (C) Contact a different supplier
- (D) Move a display table



W: Alex, look at this storage room. I'm (1) _____ today, so we'll need to make some more room in here.

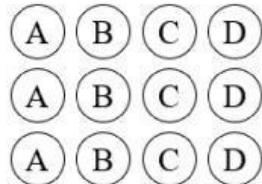
M: Sure, I can do it after (2) _____. Actually, (3) _____ are almost empty. What if I just put them together in one box ... so that we can make space for the delivery?

W: Good suggestion. And when you're done with that, (4) _____ and take it to the front of the store.

Questions 91-93 refer to the following conversation.

91. What did the woman win a prize for?

- (A) Having the highest sales numbers
- (B) Providing excellent customer service
- (C) Working at the company for ten years
- (D) Reducing costs on a project



92. What will the woman do this weekend?

- (A) Visit a branch office
- (B) Attend a conference
- (C) Join a fitness club
- (D) Go on a vacation

93. What does the woman say she will do with the prize?

- (A) Display it in her office
- (B) Exchange it at the store
- (C) Offer it to someone else
- (D) Use it at a later date

M: How was last night's employee award ceremony, Mina?

W: It was nice. I won a prize (1) _____ this year.

M: Congratulations! But I'm not surprised you always have impressive sales numbers. What was the prize?

W: (2) _____ on Sunday.

M: That's wonderful!

W: I know. But I'm (3) _____ this weekend, so I won't be able to go.

M: Too bad. What are you going to do with the tickets?

W: I was thinking that (4) _____. Would you be interested in going?