

## PRE-TOEIC – LISTENING – LESSON 15

### Activity 1:

**Sean:** Good morning, this is Sean speaking. How can I help you?

**Emma:** Hi Sean, this is Emma from Victoria High School. I have a problem with the posters **I received from your company this morning. The printing quality is not like the sample you showed us.**

**Sean:** I'm sorry to hear that. Could you please give me more details?

**Emma:** Well, the images are **really blurry**. We can't use them for our event. **I need to ask for these posters to be reprinted** urgently because our event is this weekend.

**Sean:** Thank you for informing me. I can **talk to the manager and work on fixing this issue as soon as possible.**

**Emma:** Okay. Thank you.

### Activity 2:

1. What problem does the laptop have?

- (A) Issues with the screen
- (B) Short battery life
- (C) Overheating
- (D) Slow performance

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

- (A) Send an email
- (B) Provide a number
- (C) Visit the service center
- (D) Return the laptop

**Activity 3:**

**3. What issue did the woman encounter?**

- (A)** She received the wrong items in her recent order.
- (B)** She was charged extra for her order.
- (C)** An item she bought didn't fit her.
- (D)** Her package arrived later than expected.

**4. What will the man probably do next?**

- (A)** Charge the woman for the additional shipping fee.
- (B)** Send the woman the blue dresses she ordered.
- (C)** Issue a refund for the incorrect items.
- (D)** Offer a discount on her next purchase.