

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 [redacted] with the posters **I received from your company this morning. The [redacted] 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 [redacted]**. We can't use them for our event. **I need to ask for these posters [redacted]** urgently because our event is this weekend.

Sean: Thank you for informing me. I can **talk to the manager and [redacted] 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.