

Part 3

32-34

W-Am Hello, Forest Grove
Services.?

M-Cn Hi, I'd like to get a to cover our event. It's a charity basketball game next Tuesday night. I was hoping to get Thomas Zukowski. He works for you, right?

W-Am Yes, but unfortunately, Thomas doesn't usually

M-Cn Oh, too bad. Could you recommend somebody else?

W-Am Before I do that, He might make an exception. Tom does love basketball.

35-37

M-Cn Good morning. It looks like we received a lot of new last night.

W-Br Yes, I saw that when I got in this morning. Can you all of them by yourself?

M-Cn Well, there are, I may not be able to today.

W-Br OK. I'll call Maria Jeong and ask if she can come in

M-Cn That'd be great. We also that big shipment for the Henderson order. We finally got all of the items in.

W-Br Oh, yes, do that first.

32. Why is the man calling?

- (A) To rent a facility
- (B) To hire a photographer
- (C) To request a price list
- (D) To schedule a repair

33. What problem does the woman mention?

- (A) Her employee does not have transportation.
- (B) Her service does not cover sports events.
- (C) The weather will be bad on Tuesday.
- (D) The time the man requested is too late.

34. What does the woman say she will do?

- (A) Issue a refund
- (B) Cancel an order
- (C) Talk to an employee
- (D) E-mail her manager

35. Where most likely are the speakers?

- (A) In a restaurant
- (B) In a school
- (C) In a warehouse
- (D) In a library

36. Why do the speakers mention Maria Jeong?

- (A) She placed a very large order.
- (B) She wants to replace a product.
- (C) She is unable to work today.
- (D) She may be able to help with a task.

37. What will the man probably do next?

- (A) Pack an order
- (B) Call a colleague
- (C) Process a refund
- (D) Write to a customer

38-40

M-Au Haruna, we've planned most of the details for the corporate including housing and most activities, but we still need to decide for Saturday's closing

W-Am Yes, I sent you several menus. Did you like any of the McNally's is

M-Au Yes, that would be convenient. We could even walk there from the hotel. But the are a little high.

W-Am I agree. But I could see if they can offer us a catering rate, rather than ordering off the regular menu.

38. What do the speakers need to choose?

- (A) An introductory activity for a retreat
- (B) A residential site for a retreat
- (C) Decorations for a party
- (D) A location for a dinner

39. What do the speakers like about McNally's?

- (A) It is nearby.
- (B) It is open late.
- (C) It is highly recommended.
- (D) It has been remodeled.

40. What does the woman offer to do?

- (A) See what the retreat attendees prefer
- (B) Find an alternative site
- (C) Discuss pricing options
- (D) Contact a hotel

41-43

W-Am Janelle and Rico, could you give me an update on how our new records is coming?

W-Br Sure. Per the customer's request, I've updated the logo and changed the font.

M-Cn The has communicated with us a lot on this project. at every stage of the process has been helpful.

W-Am Excellent. It sounds like we're on schedule for completing our beta version. Then we can it off to our

41. What does the speakers' company produce?

- (A) Computers
- (B) Software
- (C) Web sites
- (D) Medical equipment

42. What does the man say has been helpful?

- (A) Focus group data
- (B) An engineering consultant
- (C) A search engine
- (D) Customer feedback

43. What is the next step in the project that the speakers are discussing?

- (A) Giving a presentation to the client
- (B) Sending a product to another group in the company
- (C) Creating a schedule for the next phase of development
- (D) Determining the price of a product

44-46

M-Cn Hello, this is Ian Nelson from Regal Bathrooms. I'm following up to that you're the job our workers did in your house.

W-Am Thank you for calling. Yes. They did a The bathroom floor was replaced, and the new tile looks great. with the job.

M-Cn That's good to hear. If there are you need done, I hope you'll reach out to us again.

W-Am That reminds me. I was thinking of replacing my Is that something you'd possibly do?

M-Cn, but I can recommend a company I often work with. Their customers have been very satisfied. Let me get their
..... One second.

W-Am Thanks.

44. What is the purpose of the phone call?

- (A) To help a customer choose a product
- (B) To check on a customer's satisfaction
- (C) To inform a customer of a price estimate
- (D) To advertise a special offer

45. What does the man say about replacing kitchen cabinets?

- (A) He guarantees his company will do a good job.
- (B) His company is too busy to do the work.
- (C) His company does not do that type of work.
- (D) He thinks it will be an expensive job.

46. What will the man most likely do next?

- (A) Send workers to the woman's house
- (B) Find a telephone number for the woman
- (C) Check kitchen cabinet prices
- (D) Discuss a new product with some workers

47-49

W-Br My name is Laura. I refill my here at this once a month. But on Monday I'm going to abroad for work for two months, and I wonder if I can get a two-month refill this time.

M-Cn It shouldn't be a However, your doctor must send us the two-month prescription, so you her first.

W-Br Oh, I see. I'll during my lunch break today. When are you open until today?

M-Cn Until nine P.M. But once we receive your doctor's prescription, we can the medication directly

47. Where is the conversation taking place?

- (A) At a travel agency
- (B) At a pharmacy
- (C) At a mobile phone store
- (D) At a hotel

48. What does the woman say she will do at lunch today?

- (A) Go to the airport
- (B) Print out a ticket
- (C) Register for a giveaway
- (D) Call a doctor

49. What does the man offer to do?

- (A) Arrange a delivery
- (B) Postpone an appointment
- (C) Check a discount rate
- (D) Download an application

50-52

M-Au Miller's Sporting Goods. Joey speaking.

W-Am Hello, I'm calling from West End
..... We're looking to make a big purchase

50. Where does the woman work?

- (A) At a baseball stadium
- (B) At a fitness center
- (C) At a shipping warehouse