WORD PRACTICE

LISTENING COMPREHENSION

CD1
Track 1

Part 1 Photo

Look at the picture and listen to the sentences. Choose the sentence that best describes the picture.



1. Ⓐ Ⓑ Ⓒ Ⓓ

Part 2 Question—Response

Listen to the question and the three responses. Choose the response that best answers the question.

2. Ⓐ Ⓑ Ⓒ

3. Ⓐ Ⓑ Ⓒ

Part 3 Conversation

Listen to the dialogue. Then read each question and choose the best answer.

4. What problem do the speakers have with the computer company?
   (A) It won't renew the contract.
   (B) It can't repair the computer.
   (C) It sends incorrect bills.
   (D) It charges them for extra spare parts.

5. When will the contract run out?
   (A) In two months.
   (B) In nine months.
   (C) In one year.
   (D) In four years.

6. What does the woman suggest doing?
   (A) Asking the company to write a new contract.
   (B) Canceling the contract.
   (C) Renewing the contract.
   (D) Waiting until the contract runs out.

Part 4 Talk

Listen to the talk. Then read each question and choose the best answer.

7. Who is talking?
   (A) A lawyer.
   (B) An upset signer of the contract.
   (C) A secretary.
   (D) Someone who has canceled his agreement.

8. Which part of the contract are they looking at?
   (A) A cancellation clause.
   (B) The assurance of quality.
   (C) The agreement on payment.
   (D) A provision in case of bankruptcy.

9. When can the parties sign the contract?
   (A) In two days.
   (B) At the end of the week.
   (C) Next week.
   (D) In thirty days.

LIVEWORKSHEETS

READING

Part 5 Incomplete Sentences

Choose the word that best completes the sentence.

10. The two sides were no closer to a final ____ at midnight than they were at noon.
    (A) agreement (C) agree
    (B) agreeable (D) agreed

11. Our union representative _____ members that our rights would be defended.
    (A) assured (C) assuredly
    (B) assurance (D) assure

12. If you _____ your reservation 48 hours in advance, you will not be billed.
    (A) will cancel (C) cancellation
    (B) cancel (D) canceled

13. I don't feel any _____ to give my boss more than two weeks notice when I leave.
    (A) oblige (C) obliged
    (B) obligatory (D) obligation

14. The _____ for terminating the contract were not discussed.
    (A) provide (C) provider
    (B) provisions (D) provisioning

15. The contract calls for the union to ____ who their bargaining representative will be.
    (A) specific (C) specifying
    (B) specification (D) specify

Part 6 Text Completion

Choose the word or phrase that best completes the sentence.

Rental Property for Everyone

More and more people are investing in rental property these days. Whether you have a small apartment in your house to rent, or decide to invest in an apartment or office building, rental property can provide extra income for you and your family. What does every landlord need to know?

Leases

A lease is an __16__ between a landlord and a tenant. Standard leases are available at most office supply stores, and many property owners find them quite satisfactory. Read the standard lease carefully to determine if it meets the needs of your situation. You may want to make some additional __17__. You may want to add a pet clause, for example, or make different specifications pertaining to the security deposit. If you decide to make changes to the standard lease, you should meet with a lawyer. The lease is the most important tool you have if you need to resolve a dispute with your tenant. When you have a lease written by a lawyer, you __18__ that you have the protection you need.

16. (A) agree
    (B) agreed
    (C) agreeable
    (D) agreement

17. (A) provision
    (B) provisions
    (C) provider
    (D) providers

18. (A) assure
    (B) will assure
    (C) are assuring
    (D) are assured

LIVEWORKSHEETS

Part 7 Reading Comprehension

Questions 19–23 refer to the following letter and form.

Santos Office Cleaners
112 Main St.
Windsor, Ontario

December 15, 20—

Mr. James Harrison
17 Hartland Road
Windsor, Ontario

Dear Mr. Harrison,

We are very sorry that you have decided to cancel your cleaning service contract with us. In order to assure that we provide our customers with the best possible service, we always try to determine the reasons for contract cancellations. Please take a few minutes to fill out the enclosed form. This is for our information only; completing the form does not obligate you to buy any product or enter into any new agreement with our company. We appreciate your cooperation. If at any time in the future you decide to renew your contract with us, please don't hesitate to contact me.

Sincerely,
Rosa Santos
Rosa Santos
Owner

Santos Office Cleaners
Customer Questionnaire

Date contract signed: March 23, 20—

Type of facility:
☒ single office
☐ office building
☐ private home
☐ other

Frequency of service:
☐ daily
☒ weekly
☐ monthly
☐ other

Reason for contract cancellation (choose one):
☐ no longer need service
☐ signed contract with a different company
☒ payment dispute not satisfactorily resolved
☐ specific complaint not resolved
☐ other

Comments: I was always satisfied with the service provided by your employees. However, I am frustrated by your inability to resolve the payment issues.

19. What is the purpose of the letter?
    (A) To find out why Mr. Harrison no longer wants this service.
    (B) To ask Mr. Harrison to renew his contract.
    (C) To advertise new services provided by the company.
    (D) To offer the customer a better contract.

20. What is Ms. Santos's business?
    (A) Customer relations.
    (B) Cleaning service.
    (C) Contract review.
    (D) Conflict resolution.

21. Why did this customer cancel the contract?
    (A) The company damaged something in his office.
    (B) The employees provided unsatisfactory service.
    (C) He had a disagreement about his bill.
    (D) He doesn't want this type of service anymore.

22. The word *assure* in letter one, line 2, is closest in meaning to
    (A) guarantee.
    (B) discover.
    (C) prove.
    (D) advertise.

23. The word *specific* in form two, line 15, is closest in meaning to
    (A) personal.
    (B) important.
    (C) repeated.
    (D) particular.

LIVEWORKSHEETS