1. **Why can't Elaine Strong answer the phone?**

a) She's talking with another customer.

b) She's in a meeting.

c) She's out of the office.

2. **What does the caller want the secretary to send?**

a) a list of software products

b) information on after-sales service

c) a picture of the newest computers

3. **What time will the secretary send the material?**

a) 5:00 p.m.

b) 2:30 p.m.

c) 3:30 p.m.

4. **What is the caller's name?**

a) Kordel

b) Cordell

c) Kordell

5. **What is the caller's telephone number?**

a) 560-1782

b) 560-1287

c) 560-1828

LIVEWORKSHEETS