Test 1: Listening Part 1
Listening to Problem Solving

- You will hear a conversation in 3 sections. You will hear each section only once.
- After each section, you will hear 2 or 3 questions. You will hear the questions only once.
- Choose the best answer to each question.

Conversation: Section 1

Listen to the first part of the conversation. On the Listening Test, you will hear each part of the conversation only **once**. It is about 1 to 1.5 minutes long.

Questions: Section 1

1.Listen to the question. You will hear it only **once**.

Choose only ONE best answer.

A. He had a problem with one of the servers.
B. He tried to order some products online but couldn't.
C. His customers didn't want to wait.
D. He couldn't get a discount.

2. Listen to the question. You will hear it only **once**.

Choose only ONE best answer.

A. the order memo from the company
B. the technical error message
C. a discount offer
D. one of their software applications he wanted

Conversation: Section 2

Listen to the first part of the conversation. On the Listening Test, you will hear each part of the conversation only once. It is about 1 to 1.5 minutes long.

Questions: Section 2

3. Listen to the question. You will hear it only **once**.

Choose only ONE best answer.

A. Viva Voce Professional edition
B. Viva Voce Standard edition
C. Viva Voce Windows Version
D. All of the above

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4. Listen to the question. You will hear it only **once.**
Choose only ONE best answer.

A. The discount only applied to online purchases.
B. The software comes in Mac version and Windows version.
C. The software in the Standard edition has an extra recording function.
D. The software was not available online.

5. Listen to the question. You will hear it only **once**.
Choose only ONE best answer.

A. She gave him the discount.
B. She ordered the Mac version software for tomorrow morning.
C. She helped him pick the software.
D. She placed the order on the website for him.

Conversation: Section 3

Listen to the first part of the conversation. On the Listening Test, you will hear each part of the conversation only once. It is about 1 to 1.5 minutes long.

Questions: Section 3

6. Listen to the question. You will hear it **only once.**
Choose only ONE best answer.

A. The microphone is always included with the software.
B. The information on their website isn't very clear.
C. The quality of the microphone is very good.
D. The microphone is included because of the issue the man had.

7.Listen to the question. You will hear it **only once**.
Choose only ONE best answer.

A. He is pretty poor. He can't afford the microphone.
B. He doesn't want the free mic that comes with the product.
C. He didn't need more information about the microphone.
D. He thinks free mics usually have low quality.

8.Listen to the question. You will hear it **only once**.
Choose only ONE best answer.

A. ask his name and his ID number
B. deliver the software on Wednesday
C. send only the Windows edition to him
D. ask for his credit card number

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