

Unit 02

Part 2: Information Questions Part 4: Voice Messages

PART 2: INFORMATION

● Basic Information

Number of Questions: _____

Number of Answers: _____

Rest time between 2 sentences: _____

● Basic Tips

● Common Structures

Common structures: _____

1. Who - questions

2. Recorded message

English	Vietnamese
Stay on the line	
Emergency	
Extension	
Leave a message	
Press	
Operator	

HOMEWORK

► Exercise 1. Listen and choose the correct answer (File 1)

- | | | | |
|------------------------------|---|---|---|
| 1. Mark your correct answer. | A | B | C |
| 2. Mark your correct answer. | A | B | C |
| 3. Mark your correct answer. | A | B | C |
| 4. Mark your correct answer. | A | B | C |
| 5. Mark your correct answer. | A | B | C |

► **Exercise 2. Listen and choose the best answer to each question. (File 2)**

- | | | | |
|------------------------------|---|---|---|
| 1. Mark your correct answer. | A | B | C |
| 2. Mark your correct answer. | A | B | C |
| 3. Mark your correct answer. | A | B | C |
| 4. Mark your correct answer. | A | B | C |
| 5. Mark your correct answer. | A | B | C |

► **Exercise 3 . Listen and choose the best answer to each question . (File 3)**

- | | | | |
|-------------------------------|---|---|---|
| 11. Mark your correct answer. | A | B | C |
| 12. Mark your correct answer. | A | B | C |
| 13. Mark your correct answer. | A | B | C |
| 14. Mark your correct answer. | A | B | C |
| 15. Mark your correct answer. | A | B | C |
| 16. Mark your correct answer. | A | B | C |
| 17. Mark your correct answer. | A | B | C |
| 18. Mark your correct answer. | A | B | C |
| 19. Mark your correct answer. | A | B | C |
| 20. Mark your correct answer. | A | B | C |
| 21. Mark your correct answer. | A | B | C |
| 22. Mark your correct answer. | A | B | C |
| 23. Mark your correct answer. | A | B | C |
| 24. Mark your correct answer. | A | B | C |
| 25. Mark your correct answer. | A | B | C |
| 26. Mark your correct answer. | A | B | C |
| 27. Mark your correct answer. | A | B | C |

- | | | | |
|-------------------------------|---|---|---|
| 28. Mark your correct answer. | A | B | C |
| 29. Mark your correct answer. | A | B | C |
| 30. Mark your correct answer. | A | B | C |

 Exercise 4. Listen and choose the correct answer (File 4).

1. **Who is most likely Mr. Brown?**
 - A. A reporter
 - B. A company staff
 - C. A tour guide
 - D. A business partner
2. **When will the speaker take off to New York?**
 - A. Tomorrow morning
 - B. This afternoon
 - C. This evening
 - D. At the end of the week
3. **What does NOT the caller ask Cindy to do?**
 - A. Contact someone
 - B. Rearrange a meeting
 - C. Send the document
 - D. Pick him up at the airport

 Exercise 5. Listen to the two talks and choose the correct answer (File 5).

1. **What is Cynthia hoping to accomplish?**
 - A. Sell tickets to the auction
 - B. Build a homeless shelter
 - C. Arrange a meeting
 - D. Make a donation
2. **What does the auction contribute to?**
 - A. A company's inventory clearance
 - B. A museum's financial trouble
 - C. The housing market

- D. A charitable cause
- 3. How should Mr. Stone reply?**
- A. Send a letter
- B. Attend the auction
- C. Make a phone call
- D. Cynthia will call again
- 4. Where can this message be heard?**
- A. In person
- B. In a letter
- C. Over the telephone
- D. In the Internet
- 5. Why is the caller instructed to hold?**
- A. The system is currently down
- B. They are closed for business
- C. There is no one at the office
- D. To listen to instructions
- 6. How can you speak to an operator?**
- A. Press 0
- B. Press 1
- C. Press 2
- D. Press 3
- 7. Why is the call being made?**
- A. To inform of the status of the problem
- B. To request a reply
- C. To place an order
- D. To repair the computer
- 8. Which is NOT a way the customer is instructed to get his computer back?**
- A. By telephoning technical services
- B. By sending a letter
- C. By stopping at the service desk
- D. By sending an email
- 9. Who is Lisa?**

- A. The caller
- B. A technician
- C. A customer
- D. A coordinator