

Listening Comprehension

1 Listen to three IT workers' conversations. Circle the correct answers.

1. Mary is helping a customer at a **computer shop** / hardware company / trade exhibition.
2. The customer has got a **manufacturing business** / bank / software company.
3. Laura Flax **works in the IT Department** / is a programmer / is the network administrator.
4. Mr Howard's office is on the **first floor** / third floor / second floor.
5. The monitor doesn't work because **there isn't a power supply** / there's a cable missing / the box is empty.

2 Listen again and answer the questions. (10 points)

Conversation 1:

1. What number display does the customer want to see?
.....
2. How does Mary describe the software products display?
.....

Conversation 2:

3. Why doesn't the employee know Mr Howard?
.....

Conversation 3:

4. Where does Sam work?
.....
5. What did Sam tell the customer to do first?
.....