



**Listen to the talk and choose the best answer.**

**Question 1:**

**1. What type of business does the speaker work for?**

- (A) A shoe store
- (B) An energy company
- (C) A marketing firm
- (D) A fitness center

**2. What is the main purpose of the talk?**

- (A) To suggest some ideas on customer service
- (B) To show the customer survey outcome
- (C) To discuss the results of the customer survey
- (D) To motivate staff to try harder

**Question 2:**

**1. Where are the listeners?**

- (A) In a company
- (B) At a shop
- (C) At a workshop
- (D) At an airport

**2. Who are most likely listening to the talk?**

- (A) People who are interested in accounting
- (B) People who want to know more about investment
- (C) People who work at the airport
- (D) People who would like to become lecturers

**Question 3:**

**1. What is the main purpose of the speech?**

- (A) To review a schedule
- (B) To introduce a guest
- (C) To discuss a presentation
- (D) To welcome workshop attendees



**2. What industry do the listeners work in?**

- (A) Education
- (B) Finance
- (C) Health care
- (D) Fashion

**Question 4:**

**1. Who most likely are the listeners?**

- (A) All employees at MMI Technology
- (B) Staff at Dwellsmith
- (C) Executives in a company
- (D) Technical employees

**2. What is the main topic of the talk?**

- (A) Some challenges the company is experiencing
- (B) An upcoming merger with Dwellsmith
- (C) The latest sales figures of the company
- (D) A staff performance review

**3. Who most likely is the speaker?**

- (A) The Customer Service Manager
- (B) The Chief Technology Officer
- (C) MMI Technologies' Sales Manager
- (D) The founder of the company