



ENGLISH PROGRAM FOR CALL CENTER MINEC-ITCA

ENGLISH LISTENING TEST

STUDENT'S NAME: _____

INSTRUCTOR: LIC. NEHEMIAS REYES

LEVEL: A2

GROUP: 05

OBJECTIVE: To evaluate student's progress about their listening skills.

LISTEN TO THE RECORDING AND ANSWER THE QUESTIONS.

1. The young man needs a new phone because ____.
 - A. his phone is an older model
 - B. someone stole his last one
 - C. his parents took his last one

2. How many phones does the young man already have?
 - A. three
 - B. two
 - C. four

3. According to the conversation, what are the young man's parents like?
 - A. friendly
 - B. generous
 - C. kind

4. What do his parents want their son to do to get a phone
 - A. find a job and work to earn money
 - B. ask his brother if he can use an old phone
 - C. take out money from his bank account

5. What is the BEST word to describe the young man's personality?

- A. talkative
- B. self-centered
- C. mean

LISTEN TO THE RECORDING AND ANSWER THE QUESTIONS. 

6. What is the man's main problem with his computer?

- A. His computer has a virus.
- B. It crashes a lot.
- C. It has a lot of junk software.

7. The computer warranty _____.

- A. doesn't cover software issues and problems
- B. has expired
- C. isn't valid because the man didn't register the computer

8. The conversation suggests that _____.

- A. they are understaffed to handle customer complaints
- B. they sent the man the wrong computer
- C. it doesn't provide long warranties

9. The main selling point of the second company is that _____.

- A. the company manufactures secure and trustworthy machines
- B. their products are the newest on the market
- C. the computers are cheaper than their competitors

10. What is the name of the second company?

- A. Turban Commando
- B. Turner Computers
- C. Turbo Command

LISTEN TO THE RECORDING AND ANSWER THE QUESTIONS. 

11. Where is the man going on vacation?

- A. Germany
- B. France
- C. Italy

12. Where did he meet Claudia?

- A. at a music store
- B. online
- C. at the post office

13. What advice does Markus give Pete about meeting Claudia's parents?

- A. smile and be friendly
- B. be on time
- C. take a small gift

14. What is one thing Markus does NOT say about greeting Claudia?

- A. give her a friendly hug
- B. shake her hand
- C. take her some flowers

15. Markus' final suggestion for Pete is that he should ____.

- A. buy souvenirs for Claudia's family
- B. brush up on his German
- C. visit Berlin during his visit