

File 5.1.1: Listen then choose the correct answer and write down the details

1	Details
Question	
A	
B	
C	

2	Details
Question	
A	
B	
C	

3	Details
Question	
A	
B	
C	

4	Details
Question	
A	
B	
C	

5	Details
Question	
A	
B	
C	

6	Details
Question	
A	
B	
C	

7	Details
Question	
A	
B	
C	

8	Details
Question	
A	
B	
C	

9	Details
Question	
A	
B	
C	

10	Details
Question	
A	
B	
C	

11	Details
Question	
A	
B	
C	

12	Details
Question	
A	
B	
C	

13	Details
Question	
A	
B	
C	

14	Details
Question	
A	
B	
C	

15	Details
Question	
A	
B	
C	

16	Details
Question	
A	
B	
C	

17	Details
Question	
A	
B	
C	

18	Details
Question	
A	
B	
C	

19	Details
Question	
A	
B	
C	

20	Details
Question	
A	
B	
C	

21	Details
Question	
A	
B	
C	

22	Details
Question	
A	
B	
C	

23	Details
Question	
A	
B	
C	

24	Details
Question	
A	
B	
C	

25	Details
Question	
A	
B	
C	

26	Details
Question	
A	
B	
C	

27	Details
Question	
A	
B	
C	

File 5.1.2: Listen then choose the correct answer

Question	Answer	Question	Answer
1		16	
2		17	
3		18	
4		19	
5		20	
6		21	
7		22	
8		23	
9		24	
10		25	
11		26	
12		27	
13		28	
14		29	
15		10	

Questions 1-2 refer to the following letter.

Ryke Photography
Cameras and photography supplies
www.rykephotography.com

August 15
Hien Tran
324 Oak Lane
Columbus, OH 43085

Dear Ms. Tran:

Thank you for renting from Ryke Photography. The camera you ordered from us will be arriving shortly (if you have not received it already). It has been thoroughly cleaned and tested prior to shipping. We are confident that you will be pleased with it, but if you experience any problems, please let us know right away.

Our records indicate that we have sent you the following items:

- 1 Manning 6100 camera (35-70 millimeter zoom lens)
- 2 lens caps
- 1 camera strap
- 1 hard-sided case

Your rental period ends on October 15. If the above items are not returned by this date, we will charge you for the purchase of replacement items.

When returning the camera and the accessories, please pack them carefully inside the hard-sided case and insert the case in the shipping box provided. Affix the return label to the package and drop it off at your local Hart Courier office, or call 482-555-0711 to arrange for a pickup.

Thank you again for your order.

Sincerely,
Paul Denning
Paul Denning
Owner

1. What is indicated about the camera?
 - (A) Ms. Tran picked it up at Ryke Photography.
 - (B) Ms. Tran has reported a problem with it.
 - (C) It was purchased by Ms. Tran.
 - (D) It was shipped with accessories.
2. What is Ms. Tran asked to do by October 15?
 - (A) Replace a lost item
 - (B) Send a package
 - (C) Request a hard-sided case
 - (D) Contact Paul Denning by telephone

Questions 3-5 refer to the following letter.

난이도
☆☆

Mei Hayashi
Piedmont Publishing
1452 Magellan Drive
Chicago, IL 60602

September 4

Dear Ms. Hayashi:

Recently you requested permission on behalf of Charles Stanton, managing editor of Piedmont Publishing, to reprint "Expanding X-Ray Capabilities" by Dr. Mia Giordano. The article was originally published in *Medical Technology Journal* on April 8 of this year.

You indicated that the material requested will be used as a chapter in a medical encyclopedia currently being compiled by Mr. Stanton.

After reviewing the request, Dr. Giordano has provided her permission; note that a credit line acknowledging Dr. Giordano's work must be included. The contract acknowledging legal permission for Piedmont Publishing to reprint the material is enclosed. This document specifies how Dr. Giordano should be credited.

Please refrain from utilizing or publishing any of the material until the contract has been completed, signed, and returned to me. If you have any questions, please call me at 847-555-0188 or e-mail knaiaye@smtpubs.org.

Sincerely,

Karim Ndiaye
Karim Ndiaye, Publisher
Society of Medical Technology

Enclosure

3. What is the purpose of the letter?
- (A) To authorize the use of an article
 - (B) To ask questions about a contract
 - (C) To submit an article for publication
 - (D) To request technological assistance
4. Who most likely is Ms. Hayashi?
- (A) A member of the Society of Medical Technology
 - (B) A writer of technology articles
 - (C) An assistant to Mr. Stanton
 - (D) A student of Dr. Giordano's
5. What must be returned to Mr. Ndiaye?
- (A) A medical journal
 - (B) A legal document
 - (C) A credit application
 - (D) A subscription form

Questions 6-9 refer to the following letter.

난이도

Department of International Business
Bangkok Business University
1855 Henry Dunant Road * Bangkok 10330

March 30

Ms. S. Veratanavanit
Diwikar Oil and Gas Corporation
Bangkok

Dear Ms. Veratanavanit,

I am writing to thank you for authorizing Mr. Shinawakra of your staff to arrange a very fruitful visit by fifteen graduate students and faculty from the Bangkok Business University to the Diwikar Oil and Gas Corporation. Mr. Shinawakra planned a very interesting round-table discussion in the morning with several of your senior executives responsible for strategy implementation, concentrating in particular upon consumer behavior, cost dynamics, and corporate social responsibility—some of my students' particular areas of interest.

After eating lunch with the group, Mr. Shinawakra presented a very professional summary of career opportunities in corporate Thailand, especially at Diwikar Corporation. As a former executive of Diwikar, I was pleased that he did such an excellent job representing the company. We were all extremely impressed by his professional demeanor and the attention he gave to many details of the visit.

Very truly yours,

Thaksin Panupong
Thaksin Panupong

6. What is the purpose of this letter?
- (A) To commend a company employee
 - (B) To authorize an official visit
 - (C) To arrange for a discussion
 - (D) To explore future collaborations
7. Where does Thaksin Panupong work?
- (A) At an accounting office
 - (B) At a travel agency
 - (C) At a university
 - (D) At an engineering firm
8. Which of the following did the visitors NOT do in the afternoon?
- (A) Eat lunch with Mr. Shinawakra
 - (B) Take a tour of Diwikar Corporation
 - (C) Learn about corporate Thailand
 - (D) Hear about career opportunities
9. What does Thaksin Panupong say about Mr. Shinawakra?
- (A) He works in the human resources department.
 - (B) He has a good sense of humor.
 - (C) His position is senior executive.
 - (D) He is attentive to detail.

Questions 10-13 refer to the following letter.

남이도
2019-03

June 8

Ms. Eunice Cha
Project Leader
B.S. Consultants
10-EE Central City Building
Bangalore 560 097 India

Dear Ms. Cha:

I very much enjoyed your talk at the International Conference on Public Architecture in Mumbai. I especially appreciated your assessment of the competing demands of function, budget, and public expectations on municipal projects.

Our firm has recently been awarded the contract for the design of a large public swimming facility here in Singapore, and I think that our staff would be most interested in your remarks. It would provide useful discussion points for us as we plan and execute the project.

Would it be possible to obtain a copy of your speech and reproduce twenty copies for our internal use only? We would not distribute any part of it outside the company without first obtaining permission from you, nor would we include any part of it in any of our presentations to external bodies without your permission and without acknowledgement of you as the author.

It might be that you have plans to publish the material in some form in a journal or trade magazine. If that is the case, I understand that you would not want to release it to us. In that event, would you please inform me when and where it will be published?

Thank you very much for your consideration and for a superb presentation.

Sincerely,

David Wong

David Wong
President
Wong Architecture, Pty. Ltd.

10. What can be inferred about Mr. Wong?
- (A) He attended a presentation given by Ms. Cha.
 - (B) He is seeking employees for his architecture firm.
 - (C) He would like to submit an article for publication.
 - (D) He wants to purchase a subscription to a trade journal.

11. What is Mr. Wong's company working on?
- (A) Giving a public presentation
 - (B) Planning an awards ceremony
 - (C) The construction of a new conference center
 - (D) The design of a swimming pool

12. What is Mr. Wong requesting?
- (A) The opportunity to bid on a contract
 - (B) Copies of published project design plans
 - (C) Permission to distribute information to his colleagues
 - (D) A review of a municipal annual budget
13. The word "trade" in paragraph 4, line 1, is closest in meaning to
- (A) exchange
 - (B) diligence
 - (C) industry
 - (D) substitute

Questions 14-17 refer to the following letter.

반이도
수업

Crockett Center for Community Development

28 Freaney Avenue
Austin, TX 73301

May 16

Dathan Shaw, Urban Outreach Director
Integral Harvest
184 Van Buren Street
Denver, CO 80210

Dear Mr. Shaw:

I enjoyed our meeting last week. I know of no other non-profit organization that performs such a vital service for all-natural agriculture as yours does, and I am enthusiastic about the prospect of the Crockett Center working with Integral Harvest.

As you know, the Crockett Center has recently turned its attention to urban gardening. On this front, the main priorities are to expand existing community gardens in Austin and to found new ones in neighborhoods currently lacking them. Therefore, I would like to proceed with the gardening classes we discussed in our meeting, to be taught on-site by Integral Harvest representatives and attended by Austin community residents. If you will let me know your representatives' availability for teaching the classes and also the range of topics they will cover, I can prepare a class schedule and generate interest in it among residents. My assistant, Cindy Reed, will call you shortly for this information.

As for your proposal that Integral Harvest representatives demonstrate organic gardening to elementary school students here in Austin, since our meeting I have spoken with several school administrators. It seems that a number of the schools have gardening clubs, so students and teachers alike should make a receptive audience. Let us discuss this proposal further in our next meeting, which Ms. Reed will schedule.

I am sure that, if our two organizations work together, we can do much to promote urban gardening as a rewarding and healthful endeavor.

Yours sincerely,

Letitia Price

Letitia Price, Executive Director
Crockett Center for Community Development

14. What is the purpose of the letter?
- (A) To arrange a joint project between two organizations
 - (B) To inquire about future job openings
 - (C) To provide a schedule of gardening classes
 - (D) To finalize a merger of two organizations
15. What is stated as one of the Crockett Center's goals?
- (A) To find gardens located outside Austin
 - (B) To increase attendance at gardening club meetings
 - (C) To establish new community gardens
 - (D) To sell produce at neighborhood markets
16. What subject was most likely discussed when Mr. Shaw and Ms. Price met?
- (A) Integral Harvest's reputation among gardeners
 - (B) Attitudes toward all-natural agriculture
 - (C) A government proposal to build new schools
 - (D) Gardening classes for Austin residents
17. Why will Ms. Reed contact Mr. Shaw?
- (A) To give him contact information for school administrators
 - (B) To postpone a meeting until the following week
 - (C) To determine the availability of instructors
 - (D) To ask him about a new gardening method

February 1

Dear Valsen Lines Subscriber:

Thank you for being a loyal Valsen Lines subscriber. As you know, we consider it one of our highest priorities to keep our longtime customers up-to-date on all changes or improvements in the services we provide. For this reason, we are writing to inform you of some changes to our pricing policies that may affect your business.

Beginning on February 20, the rate for international calls placed during regular business hours will increase from 14 cents per minute to 16 cents per minute. Also, the rate for all other international calls will be raised, from 9 cents per minute to 11 cents per minute. In addition, local calls during business hours will no longer cost 5 cents per minute. Instead, they will be 6 cents per minute. However, all other rates will remain the same. Please also note that regular business hours are defined as 8 A.M. to 6 P.M., Monday through Friday.

We wish to assure you that these changes are necessary and that we are committed to providing the best possible service to all our customers. As one measure taken to ensure that our service remains of the highest quality, we recently refurbished several of our communications receivers, which has improved the clarity of telephone calls on the Valsen Lines network. Moreover, on March 15, we will set up a new customer service call center that will help reduce the amount of time customers have to wait to speak to a representative. These and other planned improvements over the next few months are our way of showing you that we at Valsen Line value your continued business.

Sincerely,
Rashna Richards
Vice President, Customer Relations

18. For whom is the letter intended?
- (A) People who have been Valsen Lines customers for an extended period
 - (B) People who recently switched from Valsen Lines to another telephone company
 - (C) Potential Valsen Lines employees
 - (D) Service technicians at Valsen Lines
19. When will a change in rates take effect?
- (A) On February 1
 - (B) On February 20
 - (C) On March 6
 - (D) On March 15
20. What type of call will NOT be affected by the rate changes?
- (A) A local call on a Saturday evening
 - (B) A local call on a Monday afternoon
 - (C) An international call on a Sunday morning
 - (D) An international call on a Tuesday afternoon
21. What is the company planning to do next month?
- (A) Improve its Web site
 - (B) Replace old equipment
 - (C) Offer a special discount
 - (D) Open a new office

THE BALESTRI CORPORATION

7 February

Michi Hashimoto
Hashimoto Consultants, Inc.
32 Joo Koon Circle
Singapore 628990

Dear Mr. Hashimoto:

I am responding to your reference request for Ms. Mou Lee, who was an employee of the Balestri Corporation up until two years ago. It is my sincere pleasure to recommend Ms. Lee for a position with your company. — [1] —.

Ms. Lee was hired as a budget associate but was promoted in just one year to revenue accounting manager because of her exceptional problem-solving skills. For example, she created a unique spreadsheet for conducting statistical analyses that was used to help one of our top clients become more profitable. — [2] —. This was directly responsible for her promotion.

As revenue accounting manager, Ms. Lee's leadership contributed substantially to increased productivity in her department. During her first year in that role, her team was commended for finding cost savings in four consecutive quarters. — [3] —. In addition, she is a talented speaker, and she successfully represented the Balestri Corporation at a number of client meetings.

After six years with the Balestri Corporation, Ms. Lee resigned to pursue an advanced degree. — [4] —. She was an asset to the Balestri Corporation, and I am confident she will be an asset to your company as well.

Regards,

Nelson Groth

Nelson Groth, Vice President of Finance

22. What accomplishment earned Ms. Lee a promotion to revenue accounting manager?
- (A) She reduced corporate spending.
 - (B) She launched a new business unit.
 - (C) She developed a new statistical tool.
 - (D) She increased employees' productivity.
23. For how long was Ms. Lee a budget associate at the Balestri Corporation?
- (A) One year
 - (B) Two years
 - (C) Four years
 - (D) Six years
24. According to Mr. Groth, why did Ms. Lee leave the Balestri Corporation?
- (A) She had little opportunity for advancement.
 - (B) She was not adequately compensated.
 - (C) She accepted a position with a competitor.
 - (D) She enrolled in an educational program.
25. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "The technique she created for this client was adopted for use throughout the company."
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]