

## 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 the caller ask Cindy NOT 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 the status of a 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