

## Part 3

32-34

**W-Am** Hello, Forest Grove .....  
Services. ....?

**M-Cn** Hi, I'd like to get a ..... to  
cover our event. It's a charity basketball game  
next Tuesday night. I was hoping to get Thomas  
Zukowski. He works for you, right?

**W-Am** Yes, but unfortunately, Thomas doesn't  
usually ..... .

**M-Cn** Oh, too bad. Could you recommend  
somebody else?

**W-Am** Before I do that, ..... He  
might make an exception. Tom does love  
basketball.

35-37

**M-Cn** Good morning. It looks like we received  
a lot of new ..... last night.

**W-Br** Yes, I saw that when I got in this morning.  
Can you ..... all of them by yourself?

**M-Cn** Well, there are ....., I may not be  
able to ..... today.

**W-Br** OK. I'll call Maria Jeong and ask if she can  
come in .....

**M-Cn** That'd be great. We also .....  
that big shipment for the Henderson order. We  
finally got all of the items in.

**W-Br** Oh, yes, do that first.

**32. Why is the man calling?**

- (A) To rent a facility
- (B) To hire a photographer
- (C) To request a price list
- (D) To schedule a repair

**33. What problem does the woman mention?**

- (A) Her employee does not have transportation.
- (B) Her service does not cover sports events.
- (C) The weather will be bad on Tuesday.
- (D) The time the man requested is too late.

**34. What does the woman say she will do?**

- (A) Issue a refund
- (B) Cancel an order
- (C) Talk to an employee
- (D) E-mail her manager

**35. Where most likely are the speakers?**

- (A) In a restaurant
- (B) In a school
- (C) In a warehouse
- (D) In a library

**36. Why do the speakers mention Maria Jeong?**

- (A) She placed a very large order.
- (B) She wants to replace a product.
- (C) She is unable to work today.
- (D) She may be able to help with a task.

**37. What will the man probably do next?**

- (A) Pack an order
- (B) Call a colleague
- (C) Process a refund
- (D) Write to a customer

**38-40**

**M-Au** Haruna, we've planned most of the details for the corporate ....., including housing and most activities, but we still need to decide ..... for Saturday's closing .....

**W-Am** Yes, I sent you several menus. Did you like any of the .....? McNally's is .....

**M-Au** Yes, that would be convenient. We could even walk there from the hotel. But the ..... are a little high.

**W-Am** I agree. But I could see if they can offer us a ..... catering rate, rather than ordering off the regular menu.

**41-43**

**W-Am** Janelle and Rico, could you give me an update on how our new ..... records .....is coming?

**W-Br** Sure. Per the customer's request, I've updated the logo and changed the font.

**M-Cn** The ..... has communicated with us a lot on this project. .... at every stage of the process has been helpful.

**W-Am** Excellent. It sounds like we're on schedule for completing our beta version. Then we can ..... it off to our .....

**38. What do the speakers need to choose?**

- (A) An introductory activity for a retreat
- (B) A residential site for a retreat
- (C) Decorations for a party
- (D) A location for a dinner

**39. What do the speakers like about McNally's?**

- (A) It is nearby.
- (B) It is open late.
- (C) It is highly recommended.
- (D) It has been remodeled.

**40. What does the woman offer to do?**

- (A) See what the retreat attendees prefer
- (B) Find an alternative site
- (C) Discuss pricing options
- (D) Contact a hotel

**41. What does the speakers' company produce?**

- (A) Computers
- (B) Software
- (C) Web sites
- (D) Medical equipment

**42. What does the man say has been helpful?**

- (A) Focus group data
- (B) An engineering consultant
- (C) A search engine
- (D) Customer feedback

**43. What is the next step in the project that the speakers are discussing?**

- (A) Giving a presentation to the client
- (B) Sending a product to another group in the company
- (C) Creating a schedule for the next phase of development
- (D) Determining the price of a product

**44-46**

**M-Cn** Hello, this is Ian Nelson from Regal Bathrooms. I'm following up to ..... that you're ..... the job our workers did in your house.

**W-Am** Thank you for calling. Yes. They did a ..... The bathroom floor was replaced, and the new tile looks great. .... with the job.

**M-Cn** That's good to hear. If there are ..... you need done, I hope you'll reach out to us again.

**W-Am** That reminds me. I was thinking of replacing my ..... Is that something you'd possibly do?

**M-Cn** ....., but I can recommend a company I often work with. Their customers have been very satisfied. Let me get their ..... One second.

**W-Am** Thanks.

**44. What is the purpose of the phone call?**

- (A) To help a customer choose a product
- (B) To check on a customer's satisfaction
- (C) To inform a customer of a price estimate
- (D) To advertise a special offer

**45. What does the man say about replacing kitchen cabinets?**

- (A) He guarantees his company will do a good job.
- (B) His company is too busy to do the work.
- (C) His company does not do that type of work.
- (D) He thinks it will be an expensive job.

**46. What will the man most likely do next?**

- (A) Send workers to the woman's house
- (B) Find a telephone number for the woman
- (C) Check kitchen cabinet prices
- (D) Discuss a new product with some workers

**47-49**

**W-Br** My name is Laura. I refill my ..... here at this ..... once a month. But on Monday I'm going to ..... abroad for work for two months, and I wonder if I can get a two-month refill this time.

**M-Cn** It shouldn't be a ..... However, your doctor must send us the two-month prescription, so you ..... her first.

**W-Br** Oh, I see. I'll ..... during my lunch break today. When are you open until today?

**M-Cn** Until nine P.M. But once we receive your doctor's prescription, we can ..... the medication directly .....

**47. Where is the conversation taking place?**

- (A) At a travel agency
- (B) At a pharmacy
- (C) At a mobile phone store
- (D) At a hotel

**48. What does the woman say she will do at lunch today?**

- (A) Go to the airport
- (B) Print out a ticket
- (C) Register for a giveaway
- (D) Call a doctor

**49. What does the man offer to do?**

- (A) Arrange a delivery
- (B) Postpone an appointment
- (C) Check a discount rate
- (D) Download an application

**50-52**

**M-Au** Miller's Sporting Goods. Joey speaking.

**W-Am** Hello, I'm calling from West End ..... We're looking to make a big purchase

**50. Where does the woman work?**

- (A) At a baseball stadium
- (B) At a fitness center
- (C) At a shipping warehouse