1. **Why can't Elaine Strong answer the phone?**

a) She's talking with another customer.
b) She's in a meeting.
c) She's out of the office.

2. **What does the caller want the secretary to send?**

a) a list of software products
b) information on after-sales service
c) a picture of the newest computers

3. **What time will the secretary send the material?**

a) 5:00 p.m.
b) 2:30 p.m.
c) 3:30 p.m.

4. **What is the caller's name?**

a) Kordel
b) Cordell
c) Kordell

5. **What is the caller's telephone number?**

a) 560-1782
b) 560-1287
c) 560-1828

LIVEWORKSHEETS