

Question 8: Who is the speaker?

- A. A new employee
- B. The founder
- C. The chairman of the board
- D. The personnel director

PART 2: Questions 9-20

Directions: *In this part, you will hear THREE conversations. The conversations will not be repeated. There are four questions for each conversation. For each question, choose the correct answer A, B, C or D.*

Questions 9 to 12 refer to the following conversation.

Question 9: Why is the woman calling?

- A. To make an appointment
- B. To speak with Dr. Johnson
- C. To confirm an appointment
- D. To receive some medical advice

Question 10: What is probably true about the man?

- A. He is a doctor.
- B. He is very busy these days.
- C. He is the woman's friend.
- D. He will be late for the appointment.

Question 11: What does the woman ask the man to do?

- A. Show up to his appointment a little early
- B. Get more medical insurance
- C. Wait 10 minutes in the waiting area
- D. Always arrange his appointments a day early

Question 12: What will the man likely take to his appointment?

- A. His past medical records
- B. Some insurance documents
- C. His appointment book
- D. An application form

Questions 13 to 16 refer to the following conversation.

Question 13: Who most likely are they?

- A. Journalists
- B. Physicians
- C. Lawyers
- D. Restaurant owners

Question 14: Who has been mentioning the study to the woman?

- A. Her patients
- B. Her mother-in-law
- C. Her doctor
- D. Her friends

Question 15: When will they likely attend the conference?

- A. Today
- B. Friday
- C. Saturday
- D. Sunday

Question 16: Who is going to visit the woman?

- A. Her friends
- B. Her husband
- C. Her mother-in-law
- D. Her patients

Questions 17 to 20 refer to the following conversation.

Question 17: What are they talking about?

- A. A newly released product
- B. The duration of the warranty
- C. A customer they helped
- D. A vehicle the man recently fixed

Question 18: According to the man, what was the customer most satisfied with?

- A. The low cost of the repair work
- B. The free service they provided
- C. The competitive price of their products
- D. The length of the warranty period

Question 19: What do the speakers feel makes customers happy?

- A. The low price
- B. The great service
- C. The free gifts
- D. The store hours