

32-34

W: Hello, Forest Grove Photography _____. How can I help you?

M: Hi, I'd like to get a _____ to _____ our event. It's a charity _____ game next _____
_____. I _____ to get Thomas Zukowski. He _____ for you, right?

W: Yes, but _____, Thomas doesn't usually work _____.

M: Oh, too bad. Could you _____ somebody else?

W: Before I do that, _____ me _____ to him. He might _____ an exception. Tom _____ love _____.

34-37

M: Good morning. It looks like we _____ a lot of new _____ online last night.

W: Yes, I _____ that when I _____ morning. Can you _____ all of them by yourself?

M: Well, there are so many, I may not be _____ to _____ everything today.

W: OK. I'll call Maria Jeong and _____ she can come in _____ today to _____.

M: That'd be _____. We also have to pack that _____ for the Henderson order. We _____ got
_____ of the _____ in.

W-Br Oh, yes, do that _____.

38-40

M: Haruna, we've _____ most of the details for the _____ retreat, _____ housing and
most _____, but we still need to _____ where to go for Saturday's _____ dinner.

W: Yes, I sent you _____ menus. Did you like any of the _____? McNally's is _____ by.

M: Yes, that would be _____. We could even _____ there from the hotel. But the _____ are a
little _____.

W: I agree. But 401 could see if they can _____ us a _____ catering _____, rather than ordering off the
_____ menu.

41-43

W: Janelle and Rico, could you _____ me an _____ on how our new _____ _____ is
coming?

W: Sure. _____ the customer's _____, I've updated the _____ and changed the _____.

M: The customer has _____ with us a lot on this _____. _____ their feedback at every _____ of the _____ has been helpful.

W: Excellent. It sounds like we're on _____ for _____ our beta _____. Then we can _____ it off to our marketing _____.

44-46

M: Hello, this is Ian Nelson from Regal _____. I'm following up to make sure that you're _____ with the job our _____ did in your house.

W: Thank you for calling. Yes, They did a great job. The bathroom _____ was _____, and the new tile _____ great. I'm very happy with the job.

M: That's good to hear. If there are other jobs you need _____, I hope you'll _____ out to us again.

W: That _____ me. I was thinking of _____ my kitchen _____. Is that something you'd possibly do?

M: We don't, but I can _____ a company I _____ work with. Their customers have been very _____. Let me get their phone _____. One second.

W: Thanks.

47-49

W: My name is Laura. I _____ my medication here at this pharmacy _____ a month. But on Monday I'm going to travel _____ for work for two months, and I _____ if I can get a two-month _____ this time.

M: It shouldn't be a problem. However, your _____ must send us the two-month prescription, so you need to _____ her first.

W: Oh, I see. I'll give her a _____ my lunch _____ today. When are you open _____ today?

M: Until nine P.M. But once we _____ your doctor's prescription, we can _____ the medication _____ to your home.

50-52

M: Miller's Sporting Goods. Joey _____.

W: Hello, I'm calling from West End High School. We're looking to make a big purchase for our student _____ teams. Our _____ is getting old, and we would like to get new _____ too. We have _____ restrictions, _____.

M-Au Well, we do _____ for bulk _____. And we have a number of price _____ for uniforms; many are very _____. Let me get the _____ on the phone, and you can _____ the _____.

53-55

W: Hi, this is Gemini _____. I'm calling about the order you _____ for your _____ luncheon on _____ twelfth. Unfortunately, our _____ is out of pink _____.

M: Oh, no! Pink matches our corporate logo! I _____ them _____ for this occasion!

W: I understand your _____, sir. I can offer a ten _____ on the total cost of your order and replace the pink roses with _____ ones.

M: Well, I didn't tell anyone about the roses. I _____ no one will _____ be disappointed.

56-58

W: Unfortunately, our _____ team has some _____ news. It _____ out we'll need to _____ back the shipment of the _____ motor we've been _____ for our client.

M: Uh-oh. Why will there be a _____?

W: Well, some of the components we received to _____ the prototype are _____ initial _____, so we won't be able to make the _____ deadline. Janet, could you let the _____ know?

W: Yes, I'll contact them right away.

M: And I'd like the development team to _____ giving me _____ about _____ on this _____.

59-61

W: Good evening. Legend Hotel. How may I help you?

M: Hello. I'm at the local _____. _____ the hotel run _____ buses to here?

W: We usually don't, but... was your _____ originally scheduled for Central Airport?

M: It was, but _____ there's a problem at Central.

W: Yes, there's a _____, but _____ flights have been rerouted to the local airport. We have _____ running an airport shuttle this morning.

M: OK. That's good news. When is the next shuttle?

W: Buses run every _____. What's your _____ number? I'll ensure that your room is ready for you when you _____.

62-64

M: Hi, Marla. I'm calling to check _____ you received my _____ of the design _____ for your _____ remodeling. I e-mailed it to you yesterday.

W: Yes. Thank you for doing such a great job. I really liked your idea of _____ the kitchen and _____ an _____ space with the _____ room.

M: Great. If everything looks good to you, I can start _____ the _____ tomorrow.

W: Actually, I don't like the _____ tiles you _____ for the kitchen. I like the marble ones much better. I know they are more expensive, but it's a _____.

65-67

M: Hi. I'd like to make a _____ for a group of _____ that will be visiting our company from the first to the sixth of _____. I need eight rooms.

W: We do have _____ for that _____. The type of room I recommend for you is _____ euros per night, but we can _____ a group discount.

M: That'll _____. Also, on June fifth, we want to take our clients on a _____ of the local _____. Could you help _____ that?

W: We have an _____ here who'll be able to help you. His name is Pablo Gonzales. I'll connect you to his office once I've _____ your reservation.

68-70

M: Hi, Joanna. The _____ group needs to _____ nominees for this year's _____ for _____. My supervisor wants to know if any managers have _____ anyone yet.

W: Not yet, Charles. I e-mailed everyone about it a _____, but I haven't _____ anything yet. I have to _____ up with the managers and let them know the deadline is coming up.

M: OK, well, I printed out a _____ of the customer service representatives with the most five-star reviews from customers last year. We had someone who was really outstanding.

W: Those are _____ numbers. Could you go _____ and _____ a nomination?