

ESL LEVEL B1: LISTENING COMPREHENSION QUIZ

Lesson 1: Morning Check-ins, Managing Delays & Client Accountability

Instructions for Students: Listen carefully to the conversation between Sarah (Account Lead) and Mark (Project Manager). Answer the multiple-choice listening comprehension questions in Part 1. Then complete the vocabulary and expression exercises in Part 2.

PART 1: MULTIPLE CHOICE LISTENING QUIZ

Q1. What was Mark originally supposed to send to TechCorp by Friday close-of-business?

- A) The backend server maintenance log
- B) The Q3 analysis document
- C) An invitation to an 11:00 AM briefing
- D) The updated pricing structure for Q4

Q2. Why did Mark drop the ball on sending the document to TechCorp on Friday?

- A) He forgot his password to the client database
- B) He took an early weekend break
- C) He spent his entire Friday afternoon putting out fires with backend development
- D) He was waiting for Sarah's final approval on the numbers

Q3. What is the current condition/status of the Q3 analysis document?

- A) The data is complete, but the executive summary still needs formatting
- B) None of the financial data has been gathered yet
- C) The document is 100% finished and ready for client delivery
- D) The executive summary is done, but the raw data is missing

PART 1: MULTIPLE CHOICE LISTENING QUIZ (CONTINUED)

Q4. How does Sarah decide to manage the client's expectations right away?

- A) By asking TechCorp for a two-week extension
- B) By sending a quick email giving them a heads up about a final QA check and promising it by 2:00 PM
- C) By blaming the backend development team for the oversight
- D) By sending the client an unformatted rough draft immediately

Q5. Why does Sarah prefer delivering the document at 2:00 PM rather than sending a rough draft earlier?

- A) She wants to finish her own lunch break first
- B) It is better to be slightly late with a perfect document than on time with errors
- C) TechCorp specifically requested a 2:00 PM delivery time
- D) She needs to re-run all the backend statistical calculations

Q6. What will Mark do immediately after his 11:00 AM meeting?

- A) Call TechCorp's CEO to apologize personally
- B) Take a short rest and touch base with Sarah tomorrow
- C) Format the summary as his top priority and keep Sarah in the loop
- D) Start working on a completely different account

PART 2: WORKPLACE IDIOMS & CONTEXTUAL USAGE

A. Idiom Fill-in-the-Blank: Complete each workplace sentence using the correct target expression from the box below.

Word Bank: drop the ball | putting out fires | buy some time | heads up | smooth things over | bandwidth | touch base

1. I'm sorry I _____ on sending the client agreement; it completely slipped my mind.
2. We spent all morning _____ with the server team instead of writing our quarterly report.
3. Let's send the customer a quick email to _____ so we have an extra hour to fix the calculation.
4. I don't have the _____ to take on a new project until after this product launch.
5. I wanted to give you a _____ that the quarterly financial numbers will be ready at 2:00 PM.
6. Let's _____ after lunch to review the final presentation slides together.



Listening Strategy Tip:

In professional workplace dialogues, native speakers often use softeners (e.g., *'I know we're both busy...'*, *'It happens...'*) before discussing missed deadlines. Listen for how colleagues balance urgency with empathy to maintain positive working relationships.