

公式 10 - 1

Q32-34 refer to the following conversation.

Hello, Martin. Thank you for helping set up this event here at the convention center with your staff. Have you heard from the caterers today?

Nothing yet, surprisingly.

I'm getting concerned.

I agree. Let's give them a call. Maybe there's been some miscommunication or some other type of mistake.

Yes. I hope they have the correct date for this event. The award ceremony is starting in just a few hours.

Q35-37. Refer to the following conversation.

Hello, I'm calling because I can't access my company's cloud database. Would you be able to help me?

Sure thing. What company are you calling from?

Tuckahoe Insurance Group. We store everything online. This is a real problem for me. I'm a product manager, and I can't access the files for any of our products.

I'm sorry to hear that. OK, I'm going to place you on hold for a moment. I'm getting a specialist to join us on the line.

公式 10 - 1

Q38-40, refer to the following conversation.

Hi, Mark, would you be able to look over this design revision?

Is it for the prototype mobile phones we've been working on?

Yes, it's the most important project for the product development team.

OK. What would you like me to examine?

The plastic shell covering the phone wasn't very durable and cracked easily. We want to use a new material, but it requires us to change the design a little.

OK, yes, we can't have the plastic shell breaking. I'll take a look at your design revision.

Q41-43 refer to the following conversation.

Hi, this is Ji-Yeon Park from Mietti's Pet Supplies. I recently placed an order for 30 bags of your premium dry cat food.

Hello, Ms. Park. Is there a problem with your order?

Well, I've been selling a lot of this product recently, and I was hoping to change my order from 30 bags to 50. I know it's technically too late to change, but I just thought I'd see.

You're in luck. We haven't finalized your shipment yet. I can send you 50 bags, no problem.

Wonderful. Thanks. I'll send the bank transfer as soon as we finish this call.

Q44-46. Refer to the following conversation.

Hey, Stefan. What did you think of the training session yesterday?

Uh, to speak frankly, I don't think it was very useful for me. A lot of the sales techniques they explained were ones I've been using for years.

Hmm, that's good to know. It's probably more suited to newer employees. Thanks for telling me. Information like this is so useful to management.

No problem.

Could you email me any ideas you have for training sessions that would be more suitable to experienced employees?

I'll do that, Sunita, thanks.

Q47-49. Refer to the following conversation.

Hello I'd like to buy this book please.

Sure. I'll ring you right up. Hey, you do know we're having a sale, right? You can get the entire series for half off.

The fact is I usually don't like science fiction. But my friend recommended this, so I thought I'd at least try the first book in the series.

Fair enough. Have you got a rewards card?

No, but I'd like to sign up for one, please.

No problem. Can you start by telling me your first and last name?

公式 10 – 1

Q50-52 refer to the following conversation with three speakers.

Hello, it's nice to meet you both. I understand you're looking to hire some support staff?

Yes. We're both physicians, and we're opening our own medical clinic this year. We need a few good receptionists, which is why we've come to your hiring agency.

Exciting! Yes, we have lots of experienced receptionists. Any special requirements?

We definitely want someone who has filed insurance paperwork before.

Absolutely. We want someone who's no stranger to this kind of work.

Got it.

Q53-55. Refer to the following conversation.

Hi, my name's Abdel Hassoun. I'm calling to reschedule my flight.

I can help you with that. Do you have your booking confirmation number?

Yes—It's T3JG5.

One moment. Okay, I can see your flight information, Mr. Hassoun. As a gold star member of our airline, there's no charge for the change. What return date would work for you?

Next Friday—anytime would be OK.

We have one available flight that departs at noon.

That's great.

OK, you'll get an e-mail with your new flight information shortly.

Q56-58 refer to the following conversation.

Good afternoon. This is Amina Qureshi. I'm calling to check on the status of my mortgage loan application.

Can you help me with that?

Of course, Ms. Qurashi. It looks like your employer verified your current salary yesterday. Unfortunately, I haven't received a copy of the property appraisal yet. Can you tell me who I should call for that?

Oh, yes, Kelly Ross did the appraisal. You can reach her at 555-0127. I'm sure she can send you a copy of the report right away.

Great. I'll call her first thing tomorrow. If all goes well, you should receive an approval letter for the loan next week.

Q59-61 refer to the following conversation with three speakers.

Hi, Marco. Welcome to Shannack Associates. We're delighted you're interning with us this summer.

Thanks. I'm excited to get some practical experience in corporate law. You'll learn a lot here but things can move at a fast pace, so we're pairing you with a mentor. Now you've already filled out most of the paperwork—I just need you to sign this last form, which allows us to get your employee badge made.

All right. Here you go.

Thanks—and here's your mentor, Hiroki now.

Excellent timing—we just finished up here.

Great. Hi, Marco. I hope your first day is off to a good start. Let me take you to meet the rest of our team.

Q62-64 refer to the following conversation and receipt.

Welcome to Blue Brook Outdoors Supplies. How can I help you?

I'd like to return these binoculars. I bought them yesterday, but it turns out my husband had already ordered some online.

No problem. Do you have your receipt?

Yes, but I also wanted to purchase a new water bottle and a few other things.

OK, I can hold on to these binoculars for you while you shop if you like. When you're ready, you can just come back here, and I'll process the exchange.

Q65-67 refer to the following conversation and list of classes.

Sang-Me, here's the schedule of classes they're offering at the GreenView Garden Center. I think these would be helpful since we're both going to be working in the community garden this year.

For sure. But they're all on Saturdays. I have to work every Saturday this month except the sixteenth. I could attend that one, though.

Oh, that's too bad. I'm planning on attending all of them.

I'd like to go to at least one other session. I'm going to ask Hiroshi if he can work at least one Saturday for me. I'll send him an email.

公式 10 - 1

Q68-70 refer to the following conversation and schedule.

Sorry, I just got here. I was starting to worry I'd missed the train!

No problem. Our train to Middletown was actually rescheduled, so we have plenty of time. Was it traffic that delayed you?

No, they're doing construction on Pioneer Bridge, and I had to take a detour.

Oh, I heard about that road work, but I came from the other direction. Well, I'm glad you made it.

Me too. I'm going to get a coffee. Can I buy one for you?

No thanks. I think I'll just wait here and finish reading the newspaper.

Q71-73 refer to the following announcement.

Welcome to the Fairtown community outdoor farmers market. Our local farmers are pleased to offer you fresh, local produce at affordable prices today. Be advised that there is a silver pickup truck blocking one of the parking lot entrances. If this is yours, please remove it now or it will be towed. And shoppers, don't forget our exciting contest. Enter your name in our drawing to win a twenty-dollar gift certificate good at any of our farmers' stands.

Q74-76 refer to the following telephone message.

Hello, this is Emiko Yamada from Southwest Furniture. You called about renting furniture for your downtown office. You did mention that you would require furniture that would meet a modest budget. We specialize in offering high-quality furniture at low prices. You can rent furniture for as few as 10 days and see how it fits your needs. We have a rent-to-buy option, so you can start by renting and then purchase the furniture whenever you are ready. Please call me back at 555-0112. I look forward to talking to you.

Q77-79 refer to the following excerpt from a meeting.

Good afternoon. At today's meeting I'd like to focus on ticket sales. As you know sales have been declining. We continue to offer top-quality films, but the availability of online entertainment options is responsible for this decline. We've lost young moviegoers in particular. So today I want you to brainstorm ways we could attract a greater turnout to our theater—especially a younger audience. But before we begin, we'll take a look at the annual report to review our income and expenses. Let me just bring the figures up on my laptop so we can all view them on the screen.



Q80-82 to refer to the following telephone message.

Hi, my name is Kyung-Sook Lim. I'm currently working on an art history documentary series. Your Museum has several paintings we'd like to feature in our episode on eighteenth-century portraits. However, the paintings we're interested in aren't on display in your galleries. I know they're not available to the public to view, but could I make an appointment to film some of the paintings from your archives? I can send you a list of the specific works we'd like to focus on, if that would help. I look forward to hearing from you.

Q83-85 refer to the following talk.

Hi everyone. You have probably heard that the city is holding its first ever craft fair, and it will happen near our candle shop this summer. I believe we will have much more business than usual at our store, selling handmade candles and candleholders. More customers means other changes will come. As you know, we've operated as a cash-only business, but credit card payments are much quicker for everyone. So, to help with the added business, credit card readers will be installed at each of our cash registers next week. The system may seem complicated, but just so you know, there will be training for all staff.

Q86-88 refer to the following telephone message.

Hi Akari. I just learned that Santo Fantini was named executive chef at Keller Bistro. I don't need to tell you what a big deal this is in the culinary world. I would like you to write a feature article about the restaurant and its new chef for the upcoming issue of the *Margate Guide*. See if you can get an exclusive interview with Mr. Fantini. Direct statements always add more depth to features. He doesn't always agree to give interviews, so be sure to mention the *Margate Guide* that should do the trick.

Q89-91 refer to the following talk.

Hi everyone. I just met with the Montclair City Council and have some unfortunate news. They selected another business to do their park remodeling, so we're out of luck. However, I just got news that a different park in Ridgewood is undergoing a big renovation; lots of tree planting and lawn installations and the city is looking for a company to do it. We'd be a perfect fit. Nothing's been finalized yet, but I should know for sure in a couple of weeks.

Q92-94 refer to the following excerpt from a meeting.

Hello, my name is Lisa Lee. Thank you for inviting me to the management meeting. I'm here to represent the front-desk workers at the company's veterinary clinics. We have a request: we would like to wear scrubs, like the ones doctors wear, instead of formal clothing while on the job. The requirement of wearing business-professional attire is problematic. Since we handle so many animals, our clothes often get very dirty, and they tend to wear out quickly. Formal clothes can be very expensive.

Q 95-97 refer to the following advertisement and table.

Are you searching for work? The Richardson Jobs Network can help! The Richardson jobs Network offers opportunities from all types of businesses, from large corporations to local shops. We have listings for jobs covering a wide range of skills. Are you a great salesperson, editor, or graphic designer? There are currently job openings for you. And we recently added a huge number of listings for IT specialists. Our largest number of jobs is in this field at the moment. And we have several discounts; one service is 50 percent off right now! Visit our Website for our full list of discounts.

公式 10 – 1

Q98-100 refer to the following talk and map.

Next week we'll have cooking demonstrations in our supermarket. For those of you who are new, we offer cooking demos every month to encourage our customers to try products we're introducing. This month, since we'll be highlighting some new bakery goods. We'll have the demo station in the bakery area. So let's go there now to make space for the cooking equipment. And if any of you are interested in helping our chef during a cooking demonstration, you can switch one of your regular shifts and do that instead. Just let me know in advance.