

ETS TEST 10

1 (D)	2 (D)	3 (C)	4 (A)	5 (B)
6 (B)	7 (C)	8 (B)	9 (C)	10 (A)
11 (C)	12 (B)	13 (A)	14 (A)	15 (A)
16 (B)	17 (A)	18 (A)	19 (A)	20 (B)
21 (B)	22 (C)	23 (C)	24 (A)	25 (B)
26 (B)	27 (A)	28 (B)	29 (B)	30 (A)
31 (B)	32 (C)	33 (B)	34 (A)	35 (D)
36 (A)	37 (C)	38 (D)	39 (C)	40 (B)
41 (A)	42 (D)	43 (A)	44 (A)	45 (B)
46 (C)	47 (C)	48 (A)	49 (D)	50 (D)
51 (A)	52 (B)	53 (B)	54 (B)	55 (D)
56 (C)	57 (D)	58 (C)	59 (C)	60 (B)
61 (A)	62 (A)	63 (D)	64 (B)	65 (D)
66 (D)	67 (B)	68 (D)	69 (D)	70 (A)
71 (C)	72 (A)	73 (B)	74 (A)	75 (B)
76 (A)	77 (A)	78 (D)	79 (C)	80 (D)
81 (B)	82 (B)	83 (C)	84 (D)	85 (A)
86 (B)	87 (D)	88 (D)	89 (C)	90 (B)
91 (D)	92 (B)	93 (C)	94 (A)	95 (C)
96 (C)	97 (B)	98 (A)	99 (B)	100 (C)

PART 1

1 M-Au



- (A) He's washing his uniform.
- (B) He's talking to a patient.
- (C) He's picking up some papers.
- (D) He's using a laptop computer.**

2 W-Am



- (A) A woman is taking off her coat.
- (B) A woman is drinking some coffee.
- (C) A man is standing next to a suitcase.
- (D) A man is reading a newspaper.**

3 M-Au



- (A) Some people are installing an awning.
- (B) Some people are unloading a truck.
- (C) Some people are gathered around a market stand.**
- (D) Some people are painting a wall.

4 W-Am



- (A) She's holding a bottle in her hand.**
- (B) She's putting on a pair of boots.
- (C) She's repairing a rocking chair.
- (D) She's fixing a light on the ceiling.

5 W-Br



- (A) They are rearranging the tables in a room.
- (B) The man is gesturing towards a whiteboard.**
- (C) The man's briefcase has fallen onto the floor.
- (D) One of the women is filling a vase.

6 M-Cn



- (A) A sign is hanging on a door.
- (B) A cabinet has been stocked with supplies.**
- (C) Some shelves are being assembled.
- (D) Some tools have been scattered on the ground.

PART 2

7

W-Br Which restaurant did Mayumi recommend?

- W-Am (A) I don't think so.
(B) Dinner at eight o'clock.
(C) **The French one.**

8

M-Au Could you find a different shirt for that customer?

- W-Br (A) Main Street.
(B) **Sure, what size?**
(C) A suit and a tie.

9

W-Am When did you send me the invoice?

- M-Cn (A) Because I've done a lot of work.
(B) Keith from the marketing department.
(C) **Sometime last week.**

10

M-Cn Where's the computer programming handbook?

- W-Br (A) **Jim had it this morning.**
(B) A fifteen percent discount applies.
(C) The printing company called.

11

W-Br Isn't Mr. Akbari leading the accounting seminar?

- M-Au (A) Let's close the account.
(B) The electric bill was paid.
(C) **No, I think it's Ms. Garcia.**

12

M-Cn Why is traffic so slow today?

- W-Am (A) Just a rental car.
(B) **Because of road construction.**
(C) No, I worked yesterday.

13

W-Br Let me help you fix the scanner.

- M-Cn (A) **Thanks, but I'm almost finished.**
(B) He's a new hire.
(C) About twenty documents.

14

W-Am Is there a code to unlock the door, or is it open?

- W-Br (A) **It should be open.**
(B) There's a clock in here.
(C) Just around the corner.

15

M-Au What color folders would you like me to buy?

- M-Cn (A) **I'd prefer the blue ones.**
(B) Yes, please hold this for me.
(C) At the stationery store.

16

W-Br How can I request expedited shipping?

- M-Au (A) The last shipment.
(B) **Complete an order form online.**
(C) Overnight to Singapore.

17

M-Cn Don't we need to purchase more fabric samples?

- W-Am (A) **Yes, I'll do that now.**
(B) Downstairs on the left.
(C) I've already read it.

18

M-Au Where can I find the Human Resources department?

- W-Br (A) **Upstairs, to the right of the elevator.**
(B) All new employees have to watch it.
(C) She's been working here for ten years.

19

W-Br Who did you speak to about renting the apartment?

- M-Cn (A) **I think it was the property manager.**
(B) On the first of every month.
(C) There's a part missing.

20

W-Am Are you going to the museum or watching the baseball game?

- W-Br (A) About thirty euros.
(B) **I don't like sports.**
(C) Put your name here, please.

21

M-Au Would you like me to review the budget report before you submit it?

- W-Am (A) No, I don't know him.
(B) **Yes, that'd be helpful.**
(C) At least 500 dollars.

22

M-Cn Do you plan to walk to the convention center?

- M-Au (A) At the job fair.
(B) It was built last year.
(C) **Pablo has a car.**

23

W-Br We're out of flyers for our weekend sales event.

- W-Am (A) A newspaper article.
(B) Is her flight on time?
(C) **There's a printer in my office.**

24

W-Am Weren't you planning to see a concert tonight?

- M-Au (A) **The tickets are sold out.**
(B) I'll finish it right now.
(C) A very famous painter.

25

M-Cn When will the presentation materials be ready?

- W-Br (A) New company policies.
(B) **I have two slides left to make.**
(C) A seat by the window.

26

W-Br Who's working the closing shift next Monday night?

- M-Au (A) On the corner of Maple Street.
(B) **I'll take a look at the calendar.**
(C) Maybe the computer's not working.

27

M-Cn Can you call the Research Department to get a project update?

- M-Au (A) **I'm meeting with them at two.**
(B) It's an old model.
(C) Three months ago.

28

W-Br Doesn't the dentist's office open at seven A.M.?

- M-Cn (A) I think it opened last year.
(B) **Not on weekends.**
(C) What a great offer!

29

M-Au The supplier said the cabinets will be delivered late.

- W-Am (A) The storage room is that way.
(B) **That's going to put us behind schedule.**
(C) Some new kitchen appliances.

30

M-Au Ms. Jones arrived at four today, didn't she?

- W-Br (A) **All flights were delayed.**
(B) No, departures are on the first floor.
(C) Actually, a twenty percent bonus!

31

W-Am How long did the team meeting last?

- M-Cn (A) Production costs are high.
(B) **There was only one item on the agenda.**
(C) No, we were the first to arrive.

PART 3

32-34

W-Am ³²**Good morning. Parktown Medical Center. How may I help you?**

M-Au Hi. This is Joe Chang. ³³**I just received a bill for my visit on October tenth in the mail today, but I'm sure I already paid it. I think there's been a mistake.**

W-Am Hmm, just a minute, Mr. Chang... OK, yes, our records do say "paid." I'm sorry. ³⁴**Our office installed new software last month, and we've been having some technical difficulties.**

M-Au Oh, that's OK. Thanks for letting me know.

35-37

M-Cn Hi, Jee-Wha. ³⁵**The restaurant is catering a wedding next Saturday. Are you available to work?**

W-Am Yes, I am. Do you need someone to make the desserts?

M-Cn Well, I actually need someone to make the wedding cake. ³⁶**I know you're really skilled at baking and decorating cakes, so we could really use your help.**

W-Am Sure. I'd be glad to do it.

M-Cn Great, thanks. And ³⁷**here's the order form so you can see what kind of cake the bride and groom requested.**

- W-Am Mr. Potter? My name is Aki Kimura. ³⁸**I manage the Pine Street Apartments**, and I'm calling to see whether you've made a decision about renting the unit I showed you last week?
- M-Cn Actually, I'm still thinking about it. I really like the updated kitchen—plus, it's close to my work. But ³⁹**the apartment isn't very big. I have a lot of furniture, and I don't think all of it will fit in that apartment.**
- W-Am Well, that unit is the smallest one we have because the maintenance room is right next to it. But ⁴⁰**if you're still interested in it, I'd be willing to reduce the rent for you.**

41-43

- M-Au Evelyn, ⁴¹**I know you just started working at Star Botanical Gardens.** Have you given any tours of the grounds yet?
- W-Br Not yet, but ⁴²**I just received my tour leader certificate yesterday.** ⁴³**Would you like me to lead a tour of the gardens today?**
- M-Au ⁴³**Yes**, if you don't mind. A group just came in, and I have an important meeting to go to.
- W-Br Of course—⁴³**I'll go meet them now and start the tour.** I'm looking forward to leading my first group through the gardens.

44-46

- M-Cn Hi Monica, ⁴⁴**I just wanted to let you know I'm about to leave for the trade show.**
- W-Br Sounds good. ⁴⁵**I'll help you load the product samples into your car.**
- M-Cn **It's just one small bag.**
- W-Br Oh, OK. ⁴⁶**You're not leaving right now, though, are you?** I thought the show didn't start until three o'clock.
- M-Cn You're right. But ⁴⁶**I worry that the traffic on the highway will be really bad, so I thought I'd give myself extra time.**

- W-Am Good afternoon, and ⁴⁷**welcome to The Crestview Café.** Do you have a reservation?
- M-Cn We don't—but we'd like a table for two.
- W-Am We're very busy right now. It'll be at least a half hour before I can seat you.
- M-Au That's not going to work, is it, Jack? ⁴⁸**Isn't our building being inspected at two o'clock?**
- M-Cn ⁴⁸**Right**—we need to be there when the inspector arrives.
- M-Au Let's just eat somewhere else, then. There's that Italian place nearby...
- M-Cn That's fine with me. But ⁴⁹**we should call first to reserve a table**—we don't want to run into the same problem there.

50-52

- W-Br Brian, ⁵⁰**the autumn casual-wear collection is going to be featured in next month's magazine issue.** ^{50, 51}**Have you thought about which photographer we should use for the photo shoot?**
- M-Au ⁵¹**Can't we use Nancy Chi?** She's our magazine's best in-house photographer.
- W-Br Hmm, ⁵¹**I think she's going to be out of the country. We're going to have to use one of the other photographers on staff.**
- M-Au How about Julian Miller? ⁵²**Nancy's worked with him a lot. I could ask her if Julian can handle this assignment.**

53-55

- M-Cn Hi, Elaine. ⁵³**The bank's been really busy today.** ^{53, 54}**A bunch of the customer service reps are going to dinner tonight after we finish closing. Do you want to join us?**
- W-Am I'll probably have to work late tonight.
- M-Cn That's too bad. We'll miss you. Why do you have to work late?
- W-Am ⁵⁵**I still have to finish that summary, you know, the summary of the bank's quarterly earnings.** The regional manager is coming by in the morning, and she'll want to review it right away.

56-58

W-Br Hi, I'm the technician from Tilson's Electrical Service. Sorry I'm late. ⁵⁶I couldn't find a parking space nearby, so I had to park my car several blocks from here. Are you the owner of the business?

M-Au Yes. I hope you didn't walk too far. So... I called you because ⁵⁷the lights in this room aren't functioning. The lights should turn on automatically when people walk into the room.

W-Br OK. Does anybody need to use this room today?

M-Au Well, ⁵⁸I'm supposed to interview a job applicant after lunch... but I can conduct the interview in another room. So, please take your time.

59-61

M-Au Raj, I have a potential client on the phone from a real estate agency. I'm transferring her to you now...

M-Cn Good morning. ⁶¹This is Raj from Secure Shredding. How can I help you?

W-Am Hi. ⁵⁹I'm a real estate agent here in town, and ⁶⁰I want to get rid of old documents—you know, with sensitive client information. Can you dispose of them?

M-Cn Sure. Here's how it works: we come to your office with our special shredding truck. We collect the documents and shred them right on-site.

W-Am How much would that cost?

M-Cn It depends. ⁶¹Why don't I come to your office sometime next week and we can discuss the details?

W-Am OK, I'm available next Tuesday.

62-64

M-Cn Hello. I'm calling about becoming a member of your fitness center. ⁶²I'm a flight attendant, and I've just started working a route to and from this city.

W-Br So you don't live in this city?

M-Cn No, I stay at a hotel. ⁶³I'm only here on Saturdays and Sundays, between flights.

W-Br OK. Do you have any specific fitness goals in mind?

M-Cn Actually, yes. I'm interested in working with a personal trainer.

W-Br No problem. We have a trainer who's here on those days. ⁶⁴I'll set up an appointment for you to fill out the membership forms.

Personal Trainer Schedule

Monday/Tuesday	Maria
Wednesday/Thursday	Ali
Friday	Lior
⁶³ Saturday/Sunday	Ema

65-67

W-Am Welcome to Granger Furniture. How can I help you?

M-Cn Hello, ⁶⁵I'm looking for an adjustable desk. I want one that I can either stand at or sit at. Do you carry those?

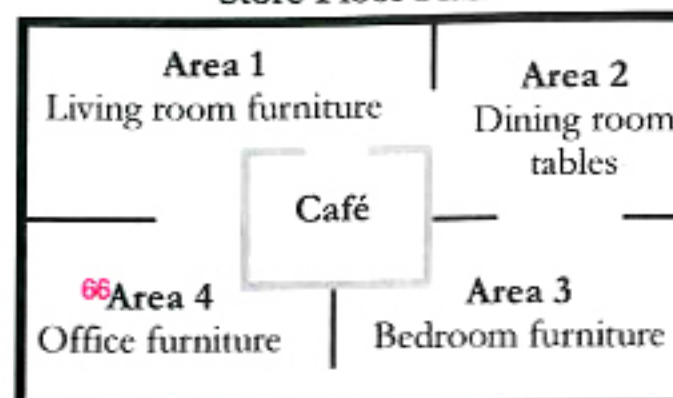
W-Am Yes, we have desks like that in our office furniture department. ⁶⁶Just go straight ahead past the café, and then you'll see a sign for office furniture. A salesperson there will be happy to help you.

M-Cn Excellent. Before I go there, ⁶⁷could you look at this discount coupon that I downloaded from your Web site? Can I use it?

W-Am Um, let me see... yes, it's good on any purchase until the end of the month.

M-Cn Thanks. That's what I wanted to know.

Store Floor Plan



W-Am Hi, Adam. Glad we could get together... So, how's work going?

M-Au Pretty well. ⁶⁸The thing I like most about my job is how interesting it is. However, ⁶⁹I really want to travel overseas for work, but my company doesn't have any international clients. So I'm starting to look for a new position.

W-Am You know, there's a new job search Web site I heard about called EmployIn.com. You can even use it to search by amount of travel required.

M-Au That's great! I'll take a look tonight. And how about you? How's work?

W-Am Actually, ⁷⁰I'm planning on going into business for myself soon. Friday is my last day and then I'll be my own boss!



The screenshot shows a web browser window with the URL http://www.EmployIn.com. Below the address bar is a tab labeled 'Accountant Jobs'. The main content area displays a table with two columns: job title and travel requirements. The table lists four job types: Senior Accountant (No travel), Tax Accountant (Local site visits), Property Accountant (Work from home), and Management Accountant (Global trips). The Management Accountant row is highlighted with a red background.

Accountant Jobs	
• Senior Accountant	No travel
• Tax Accountant	Local site visits
• Property Accountant	Work from home
• ⁶⁹ Management Accountant	Global trips

PART 4

71-73

M-Au Hello, this is Max from Priceright Graphics. ⁷¹I'm calling to inform you that your printing order is ready for pickup. You can come to our store anytime during our regular business hours, between nine A.M. and five P.M. ⁷²The itemized bill you requested has been sent to you by e-mail. ⁷³If you have the time, we would appreciate it if you could fill out a quick survey about our service on our Web site. Thanks for your business.

74-76

W-Am Hi, everyone. ⁷⁴I just need all of the prep cooks to listen for a second. Our restaurant's received a few customer complaints. Apparently, ⁷⁵the sliced vegetables that go in our chef's salad have been brown and too soft. This is unacceptable. So cooks, remember that we do not use vegetables that are more than a day old. We can't serve poor quality salads at our restaurant. ⁷⁶Mark, please sort through the bin of cut vegetables and throw out any that aren't fresh.

77-79

W-Br All right everyone, ⁷⁷that concludes our group training on interviewing strategies from us here at Danley Career Coaching. I heard some very good responses from many of you during our interview role-play. And remember, ⁷⁸you can access the video recording of your practice interview online. It's complimentary from our company. ⁷⁸Please watch it when you get home so that you can think about the principles we talked about today. Also, ⁷⁹if you're considering signing up for one-on-one coaching, Kenta has worked here for over twenty years.

80-82

M-Au Good afternoon, and welcome to Radio Five local news. ⁸⁰Crowds have already started gathering near the Millvale stadium for this evening's championship soccer match. Sports fans are very excited about this match because it's the first time in ten years that the Millvale team has made it to the championship. ⁸¹If you're going to the game, you can expect a lot of traffic on roads around the stadium, so you should consider taking public transportation. Transit Authority is running extra buses all evening. And ⁸²now, let's see what type of weather to expect. Here's Samantha with the forecast.

83-85

W-Am Hi, Ms. Farrell. It's Bonnie Wolfberg from Goodlane Real Estate returning your call. ⁸³I understand you're interested in putting your home up for sale next month, and I'd be happy to help you with that. ⁸⁴The first step of this process is for me to view your property. After the visit, I can give you an idea of the price you could potentially get for your home. We have a list of buyers looking for houses in your area and could probably make a sale relatively quickly. Unfortunately, ⁸⁵I'm leaving town tonight to go on vacation, so I won't be able to meet with you until next week. I hope that's all right.

86-88

M-Cn OK, ⁸⁶before we open this morning, I'd like to talk to you about a couple of things. First—the break room. A lot of staff have been leaving personal items like coats, shoes, and bags in the break room for long periods of time. ⁸⁷Keep in mind that everyone working here uses the break room, and it ought to be kept neat and clean. So, if you put any personal belongings in there, please take them with you at the end of your shift. ⁸⁸There was one other thing, but, uh, ⁸⁶the store's opening in a few minutes. ⁸⁸Thanks.

89-91

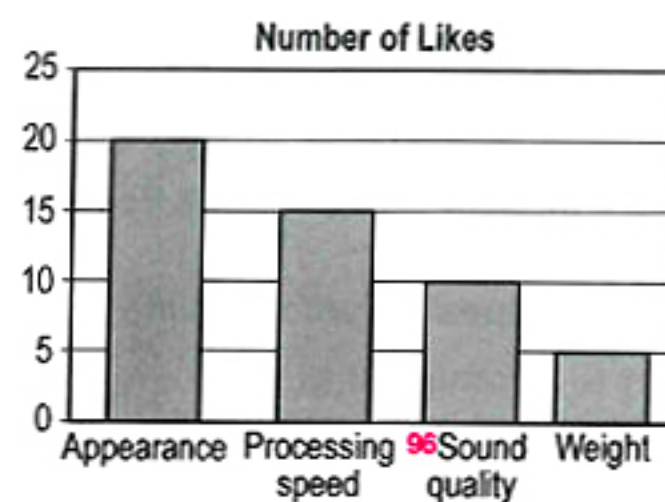
M-Au Thanks for joining us today on a tour of our newest art exhibit. ⁸⁹This exhibit features the works of Martina Santos, who specializes in making mosaics. Each of her mosaics is crafted from hundreds of small, colored tiles. As you'll notice, the subjects of her artwork are plants and animals. That's because ⁹⁰Ms. Santos draws her inspiration from nature. OK, let's get started. While we walk through the exhibit, I'll provide you with some information on each mosaic. And ⁹¹at the end of our tour, we'll stop at the front desk, where you can pick up a free postcard with images of Ms. Santos' most famous works of art.

92-94

W-Br ⁹²Thanks everyone for coming to Alina's farewell party. I know I speak for the entire marketing department here at Kushing Cosmetics when I say we'll miss working with her. We all appreciate her positive attitude and ability to understand customer needs. ⁹³She was only with us one year, and during that time sales of our new cosmetics line increased by ten percent! Fortunately, ⁹⁴she's not leaving the company but just transferring to the Singapore branch office, so we'll be able to keep in touch. Best of luck, Alina.

95-97

W-Am Let's briefly discuss our progress in developing our new handheld G-Tech video game device. ⁹⁵We had twenty-five employees from other departments test out the prototype, so let's look at the results. Most of them really liked the appearance. Hmm... we won't be able to change the weight of the device at this point. But ⁹⁶look at this other feature: only ten people liked it. So that's what I want our team to work on—I know we can do better. Please, ⁹⁷send me some ideas by the end of the week. We'll have a brainstorming session on Monday to make a final decision.



M-Cn Welcome to our fifth annual company retreat here at Bankbury Nature Preserve. This morning we'll start with some hiking. There are four trails to choose from, but ⁹⁸I highly recommend going out to the Mountain Lodge. You'll get a great view of the entire nature preserve from up there, and it's a nice spot to stop for lunch. Now, don't forget that ⁹⁹we'll be meeting at the Wildflower Garden at three P.M. for some team-building activities, so please make sure to leave enough time to hike over there. Before we split into our groups, ¹⁰⁰I'm going to come around and hand out water bottles.

