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

PART 1

1 M-Cn



- (A) He's looking in a file drawer.
- (B) He's printing some documents.
- (C) He's stacking some folders.
- (D) He's putting on his glasses.

2 W-Br



- (A) Some people are sitting in a car.
- (B) Some people are facing each other.
- (C) A woman is opening her handbag.
- (D) A man is removing his jacket.

3 W-Am



- (A) Clothing is hanging on racks.
- (B) Lights have been turned off in the store.
- (C) A woman is folding a coat.
- (D) A woman is opening a garment bag.

4 M-Au



- (A) Some armchairs are occupied.
- (B) Books and magazines have been arranged on shelves.
- (C) A gate has been placed at the bottom of a stairway.
- (D) A painting has been left on the floor.

5 W-Br



- (A) A flag is being raised on a pole.
- (B) A ship is approaching a pier.
- (C) Some people are walking toward a boat.
- (D) Some workers are sweeping a dock.

6 M-Au



- (A) A man is putting up a metal barrier.
- (B) Some people are boarding a bus.
- (C) A cart is being loaded with bricks.
- (D) A wheelbarrow is being pushed at a work site.

7

M-Au What floor is the seminar on?

W-Am (A) The fifth.

- (B) About marketing.
- (C) At nine thirty tomorrow.

8

W-Br Where are the new printers being made?

M-Cn (A) Mr. Cruz printed them already.

- (B) In Toronto.
- (C) Eight hundred dollars.

9

W-Am Isn't Takeshi coming to the concert with us?

M-Au (A) In the front row.

- (B) No, he's too busy.
- (C) I have your ticket right here.

10

W-Am When should we ship this order?

M-Cn (A) Shipping is free.

- (B) That's a really short time.
- (C) The customer just canceled it.

11

M-Au The storage closet is locked, isn't it?

W-Br (A) Yes, but I'll give you the key.

- (B) There should be more in there.
- (C) Please close it.

12

W-Am Do I need to use a microphone to give my speech?

M-Cn (A) Right after lunch is served.

- (B) The room is quite small.
- (C) It was really well written.

13

W-Br Why did Marie leave early yesterday?

M-Cn (A) Can you read it again?

- (B) Around four P.M.
- (C) She had a dentist appointment.

14

W-Am Would you like me to write up the contract now?

W-Br (A) Yes, that'd be great.

- (B) She's probably right.
- (C) An e-mail address.

15

M-Au Can I borrow that book after you're finished with it?

M-Cn (A) Louise asked me first.

- (B) At the public library.
- (C) I checked it twice.

16

W-Am Who's responsible for booking Mr. Chung's flights?

M-Cn (A) Next Monday.

- (B) Yes, it's on the calendar.
- (C) Sasha will make the arrangements.

17

W-Br Have we been selling more orange juice or apple juice?

W-Am (A) About the same of both.

- (B) I'll have a glass with breakfast.
- (C) Next to the milk.

18

W-Br When is the new intern's first day?

M-Au (A) I'm not in charge of the interns this year.

- (B) She was the first to submit her application.
- (C) Six o'clock each night.

19

M-Cn Has Ms. Medrano been to the doctor's office yet?

W-Am (A) No, her appointment isn't until noon.

- (B) Thanks, I'm feeling much better.
- (C) I'll probably wait in the lobby.

20

M-Cn Would you like indoor or outdoor seating?

W-Br (A) It's a very comfortable chair.

- (B) Isn't it supposed to rain?
- (C) The doors are opening.

21

W-Am Ms. Balani has the copies of the annual report, doesn't she?

M-Au (A) A yearly salary increase.

- (B) Let's look on her desk.
- (C) It was a good offer.

22

- M-Cn What do you think of the updated vacation policy?
- M-Au (A) I have one, too.
 - (B) Three weeks in July.
 - (C) I like how flexible it is.

23

- M-Cn Didn't Emir move to the corner office?
- W-Am (A) The bakery is around the corner.
 - (B) Yes, I saw him in there this morning.
 - (C) I know a good moving company.

24

- W-Br Can we hire more staff?
- M-Au (A) No, it's not in the budget this quarter.
 - (B) I think it's on the lower shelf.
 - (C) Several new résumés.

25

- M-Cn How do you turn on the air-conditioning in this office?
- W-Br (A) Yes, I believe so.
 - (B) Just about eighteen degrees.
 - (C) Oh, I can open a window for you.

26

- M-Au This e-mail from Mr. Robertson is rather unclear.
- W-Br (A) Yesterday afternoon.
 - (B) I didn't understand it either.
 - (C) At the post office downtown.

27

- M-Au What was the topic of yesterday's workshop?
- W-Am (A) In the main room of the conference center.
 - (B) A lot of people attended.
 - (C) I was meeting with clients all day.

28

- W-Br Why don't we finish discussing this after lunch?
- M-Au (A) They're on the third floor.
 - (B) Sure, I'll come back then.
 - (C) No, just a chicken sandwich.

29

- M-Cn Could you work my shift on Monday night?
- W-Br (A) Did you ask the manager first?
 - (B) It's working fine now.
 - (C) Last week, I think.

30

- M-Au I just received the weekly marketing report.
- W-Br (A) I prefer the supermarket on North Street.
 - (B) The market data was quite surprising.
 - (C) He's away on business.

31

- M-Cn Have the maintenance workers fixed the water leak in apartment 7B?
- W-Am (A) The call came from apartment 9A.
 - (B) Some new tools.
 - (C) How long did that take?

- W-Am Welcome to Metropolitan TV! 32My
 name's Naomi and I'm in charge of your
 new employee orientation here at the
 television studio. I'll show you around and
 then introduce you to your manager.
- M-Cn Thanks. I'm excited to work in the entertainment industry. 33This is a whole new aspect of accounting for me.
- W-Am Great! Now, 33this is where you'll be working. All of the other accountants work in offices in this hall, too, as do the directors of the shows.
- M-Cn 34 like this area. It's not noisy at all.
- W-Am Yes, we try to keep this part of the building quiet so the people with offices here can focus on their work.

35-37

- W-Br Hello, 35 welcome to the Klineston Hotel. How can I help you?
- M-Au Hi, I'm Kris Wattana from Trouville
 Development Corporation. 351 reserved your
 large meeting room for this afternoon. My
 colleague and I want to get everything in
 order before the three o'clock start time.
- W-Br Ah yes. I see your name right here. 361'll just need to see some identification, please.
- M-Au All right... here's my ID. Is that all?
- W-Am Wait, Kris. 37Don't forget that we reserved fifty chairs, but we're going to need more.
- M-Au Thanks for the reminder. 37Would it be possible to have fifteen more chairs brought to the meeting room?
- W-Br Absolutely. I'll call maintenance and ask them to deliver the chairs right away.

- M-Cn Wow, 38, 39 look at all these people! Is this train always so crowded?
- W-Br 39Not usually. The football championship is this afternoon... Let's walk to the back of the train... should be a lot of empty seats there.
- M-Cn Thanks for coming with me, by the way.

 40I need to buy a new suit and shirt for a
 lecture I'm giving and I'm not very good
 at shopping for clothes... especially in the
 city.
- W-Br Don't worry, I know some great stores downtown.

41-43

- M-Au Hi, Ms. Chen. 43I'm calling from Industry
 Ovens Incorporated. 41I apologize, but the
 oven you had ordered was accidentally
 left off of this morning's delivery
 schedule. We caught the oversight after
 the trucks had departed on their routes.
- W-Am This is not good news. Two days from now, 42 on Friday, my bakery's going to be visited by a safety inspector. The new oven must be installed in time, so that the bakery can pass inspection.
- M-Au Hmmm ... That doesn't leave us with much time. Please give me a second— 43I'm going to connect you with my supervisor. I'm sure she'll be able to help you meet your deadline.

44-46

- M-Cn Fatima, 44, 45 do you remember the survey our health clinic sent out last month?
- W-Am Oh, yes, 45the one asking patients to rate their experiences here? What were the results?
- M-Cn Well, almost everyone wanted more time to talk to the doctors and nurses during their visits. 46Right now, doctors and nurses spend about ten minutes with each patient. Do you think we can increase it to fifteen minutes per patient?
- W-Am That would require significant revisions to our scheduling process. 46It'll be up to the members of the board to decide.

- W-Br Antonio, ⁴⁷were you at yesterday's allstaff meeting? It was during, uh, I was on the phone with an important client and couldn't make it.
- M-Cn Mhm. You got a copy of the meeting minutes?
- W-Br Yeah, but ⁴⁸the part about how to get reimbursed for travel expenses was really confusing. Do you know if there's more documentation on that?
- M-Cn Oh, you printed out the minutes? 49If you look at them electronically, you'll see there's a, there's a link to our internal Web site where you can find more details on reimbursement procedures.

50-52

- M-Au Our next guest on today's show is part of our Healthy Cooking series. ⁵⁰I'd like to welcome nutritionist Emelia Vigo. Emelia, what have you got for us today?
- W-Br 51I'd like to tell you about some simple tricks for making nutritious meals at home by substituting healthier ingredients for less healthy ones in your favorite recipes.
- M-Au Now, you said this was simple. I'm no cook—do you think I can do it?
- W-Br Absolutely! Let's take an old classic like potato soup, for example. You can use sweet potatoes as a more nutritious substitute for white potatoes. 52That recipe, and more, are in my new book, Healthy Family Cooking.

53-55

- W-Am To sum up, Jamal, you've had another very good year here with us. 53You're a valuable member of the team, which is why you consistently receive outstanding performance reviews from other staff members.
- M-Cn I've certainly enjoyed the opportunities that I've had while working here.
- W-Am Which is great to hear, because we'd like you to take on more responsibility. ⁵⁴We're opening an office in Denver in a few months, and we'd like you to manage it.
- M-Cn Wow, that's exciting! But ... can I have some time to consider it?
- W-Am Of course. 55Why don't we get together next week to discuss your decision?

56-58

- M-Au Hi, Tricia. Hi, Allison. ⁵⁶How are the training materials for the summer interns coming along? They'll be starting in two weeks, so I'd like to see the materials by Friday.
- W-Am Sure, no problem. By the way, Allison revised the section about the interns' work hours so it's easier for the interns to understand.
- M-Au Thanks, Allison. 57There were some questions last year about interns' schedules. It'll be good to have everything stated clearly this time.
- W-Br Yes, and I also added more information explaining the kinds of software products the interns will be working on.
- M-Au Terrific. 58We've got some great projects planned, and I'm glad you prepared everything so carefully.

- M-Cn Hello, Ms. Lee. ⁵⁹I understand you'd like my agency to design a new advertising campaign for your moving company.
- W-Br Yes. 60We're concerned because another moving company just opened nearby, and we're starting to feel the effects of the competition. Business hasn't been as good since then.
- M-Cn I see. It would help if I got a better sense of what customers like about your company.

 That's something we can emphasize throughout the campaign.
- W-Br Well, ⁶¹people say they appreciate our top-notch customer service and the effort we make to meet customers' expectations. I'm sure no other moving service in the area can claim that.

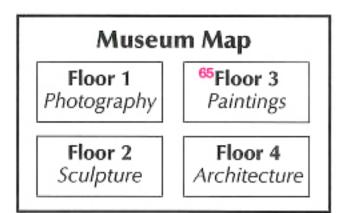
62-64

- W-Am Hi, Haruto, 62 have you picked the caterer for the shareholders' meeting? We want everything to go smoothly.
- M-Cn I haven't decided yet, but I've got quotes from a few local caterers. Our budget's pretty tight so I'm leaning toward Star Restaurant. They have the least expensive lunch service.
- W-Am You know... 63 I've had problems with Star Restaurant. I hired them to cater a meal for a management meeting last month, and they delivered the food an hour late. I just don't want a delay like that to happen during this meeting. You can spend a little more money if you need to.
- M-Cn Oh, I'm so glad you told me. 64Then let's go with Golden Eagle.

Catering Company	Cost
Café Delight	\$1,250
Corner Deli	\$1,400
⁶⁴ Golden Eagle	\$950
Star Restaurant	\$850

- W-Br Welcome to the Peterson Art Museum. Can I help you?
- M-Au 651'm supposed to meet some friends in the nineteenth-century painting gallery.

 Can you tell me where it's located?
- W-Br Here— this pamphlet will help. There's a map of the museum in it, with details for finding our painting exhibits. Anything else?
- M-Au Yes. 66 heard there's a workshop on watercolor painting this summer.
- W-Br Yes— you can register for the workshop right here if you'd like.
- M-Au I'd better come back to do that—my friends are waiting for me.
- W-Br Of course. Oh, and 67I'd recommend taking the stairs at the back of the museum. There are always so many people using the main stairs by the front entrance.



W-Am Next, ⁶⁸let's discuss our spring hiring plan. In the past we've been successful by recruiting at university career fairs. But, I'd like to do something different this time.

M-Au Really? Why's that?

W-Am Well, our employees spend so much time traveling to different universities that they fall behind on other important projects.

M-Au Good point. 69We could put more of our resources into our second most effective recruiting method. Actually, more than a quarter of our employees were recruited that way.

W-Am That's exactly what I was thinking. 70Would you set up a meeting with Yukiko in public relations and explore possibilities for expanding last year's campaign?



PART 4

71-73

W-Br 71Good morning, everyone! We hope you've been enjoying the conference on educational technology this week. 72Tomorrow, in addition to our workshops and presentations, you'll have the option of leaving the convention center to go on one of the site visits we've arranged. There are two choices. 72You can tour either a local high school or the public library's computer laboratory. These tours are free, and we expect them to be very popular. We have limited seats on the buses, so 73please make sure to sign up early at the desk by the entrance.

74-76

M-Au 74Today I want to focus our discussion on Castillo, a clothing brand we will start selling in our stores next month. As you know, our stores attract mainly younger shoppers. In thinking about fashion trends we want to feature, 75the marketing department has found that customers aged twelve to eighteen prefer styles that come in a lot of different colors. We chose Castillo as a new vendor for this very reason. Just look at the color selection in these samples! Now, the finances of carrying Castillo's line. 76Hae-Rim will go over the anticipated costs and profit estimates.

77-79

M-Cn ⁷⁷Before we open the café today, I want to tell you about some seasonal menu changes. ⁷⁸I just got word from corporate headquarters that new coffee beverages will be on the menu starting next week. One of the new drinks is called Winter Delight. I've got some samples of it here for everyone to try. Now, a number of different syrup flavors, such as vanilla or hazelnut, can be added to this drink. ⁷⁹So please be extra careful when you're preparing customers' orders. We want to make sure they get exactly what they want.

80-82

W-Br Hi Roberto, it's Amanda. ⁸⁰The company president wants J-1 Electronics to have a booth at the trade fair in New York in June, and he wants us to make the arrangements and come up with a display. ⁸¹I know I said we really need to focus on updating the client database this week, but this trip just came up—it wasn't my idea. Anyway, I'll get the rest of the sales team together today, so we can brainstorm some ideas for the display. But in the meantime, ^{80,82}could you contact the fair organizers about getting a booth? Thanks. And let me know if you have any questions.

W-Am You have reached customer service at Ocean Shipping — a leader in international shipping services. We're happy to announce that 83 starting June first, we'll begin offering shipping services to Brazil. Note that 84 if you are planning to ship a vehicle to any location overseas, you must provide proof of ownership. 85 Your call may be recorded, and the recording could be used for quality control or training purposes. Thank you for calling Ocean Shipping.

86-88

M-Cn Hello everyone and 86 welcome to Markell County Playhouse. Thank you for volunteering to help make costumes for our next production Changing Time. Because 87 this play has so many characters, we'll have to work hard to get ready for opening night on April twelfth. Each character has about three different outfits, so that's a lot of sewing for all of us. 88 The dress rehearsal, in complete costume, is only five weeks away, so we'll need everything done by then.

89-91

W-Am Hi Pierre, this is Emma. 89I know we were supposed to meet in the conference room at nine this morning to begin discussing the renovations to the lobby, but 90I'm calling to let you know I'm having a problem with transportation. I was at the train station when train service was suspended. Now I'm going to find a taxi but it may take a while before I get to the office. 91Why don't we go out to lunch today instead? I hope this will work for you, because I have some ideas for the project that I'd like to talk about.

92-94

M-Au Thanks for inviting me to your annual planning meeting. We're glad that you're considering us to meet the energy needs of your factory. 92My company, Stillman Technology, is committed to providing renewable energy to

businesses like yours. ⁹³By choosing to install our solar panels, you can power all your facilities with affordable clean energy. And, hundreds of businesses have signed up. I'm sure you have a lot of questions. But first, ⁹⁴I'd like to show a video of a speech our president gave when we received the Eco-Industry award at a conference last year.

M-Cn Hello, ⁹⁵this is Fred Capo, from Member Relations at Greenwood Gym. I just wanted to thank you for participating in our member survey. ⁹⁶Everyone who completed a survey will receive a five dollar voucher, which can be used for any class fees or in our café. I've already sent it to your e-mail. Also, looking at your feedback, I see that you've given very high ratings overall for our gym. Thank you! ⁹⁷For the category that you gave five stars to, I'd like to ask you a few more questions. If you have time, please give me a call back at

() ()		X		
Feedback Survey				
Cleanliness	★★★ 4 stars			
Location	★★★ 4 stars			
97Staff friendliness	★★★★ 5 stars			
Cost	★★★ 3 stars	·		

98-100

555-0184.

M-Au ⁹⁶Welcome to today's class on small business start-ups. We'll be talking about designing a logo that represents the company you're creating. It's how customers will identify you, so the first thing you should do is consider the message you want to communicate. Please take a look at the handout in front of you. We'll talk about each of the features, but ⁹⁹let's begin by looking at the phrase, "Creative advertising at your fingertips". The function of this part of the logo is to tell customers what the company is all about. Now, ¹⁰⁰try to come up with phrases that might work for your own business—you'll find some paper and pens in your packets.

