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

1 M-Au



- (A) A man is opening a drawer.
- (B) A man is wiping a counter.
- (C) A man is ordering a meal.
- (D) A man is pouring a beverage.

2 W-Am



- (A) A bicycle has been loaded onto a truck.
- (B) Cyclists are riding down a city street.
- (C) Several cars are parked in a row.
- (D) A driver is getting out of a vehicle.

3 W-Br



- (A) A woman is hanging up a sign.
- (B) Some customers are waiting in line.
- (C) Some customers are paying for some merchandise.
- (D) A woman is wearing a jacket.

4 M-Cn



- (A) Some people are entering a building.
- (B) Some people are holding on to a railing.
- (C) Some people are crossing a road.
- (D) Some people are descending some stairs.

5 M-Au



- (A) A projector is being repositioned on a desk.
- (B) Some printed materials are being distributed to a class.
- (C) An audience is listening to a lecturer.
- (D) Some people are organizing a workplace.

6 M-Cn



- (A) A lamp has been attached to the wall.
- (B) A door has been left open.
- (C) An office is unoccupied.
- (D) A keyboard is covered with file folders.

PART 2

7

W-Am Let's meet in front of the theater at five.

M-Cn (A) OK, I'll see you there.

- (B) I thought it cost six dollars.
- (C) It's nice to meet you.

8

W-Am When will the sink be repaired?

W-Br (A) No, I don't think so.

- (B) From the hardware store.
- (C) By the end of the week.

9

M-Au Have they painted this lobby?

M-Cn (A) On the last page.

- (B) It is brighter in here now.
- (C) There's one at the entrance.

10

W-Br Where did you put those budget estimates?

W-Am (A) They're on my desk.

- (B) Yes, I did.
- (C) He's at his attorney's office.

11

W-Am Who's responsible for hiring decisions?

M-Au (A) Ramon, the managing director.

- (B) The last week of each quarter.
- (C) I was hired last August.

12

W-Br Isn't there a sporting event at the arena tonight?

M-Au (A) No, I prefer art exhibits.

- (B) I guess he does.
- (C) Let me check the schedule.

13

M-Cn Has your boss approved your transfer yet?

W-Am (A) I just put in the request.

- (B) If you don't mind, thanks.
- (C) Let's get off at the next stop.

14

W-Br Could you pick Mr. Peterson up from the airport?

M-Au (A) I haven't picked one.

- (B) A long flight.
- (C) Sure, at what time?

15

M-Cn How do you get to work every day?

M-Au (A) We always start at nine.

- (B) I take the local train.
- (C) It's very busy here.

16

W-Am I can't read the patient's handwriting on these forms.

W-Br (A) Ask her to fill them out again.

- (B) It is a well-written film.
- (C) That depends on which post office.

17

M-Au When is my first appointment today?

W-Am (A) Around fifteen percent.

- (B) Yes, that's what I meant.
- (C) Not until after lunch.

18

W-Br Why hasn't the real estate contract been signed yet?

M-Cn (A) It's under review.

- (B) I'm not signed up.
- (C) A few acres.

19

W-Br How many kitchen appliances have been sold this week?

M-Au (A) It's easy to apply.

- (B) Around thirty, I think.
- (C) We sell refrigerators.

20

M-Cn Would you mind if I kept the door open?

W-Br (A) Isn't the hallway too noisy?

- (B) In the second drawer.
- (C) Yes, you can use it.

21

W-Am When is the team from Konrad Company expected to arrive?

M-Au (A) In the international terminal.

- (B) All the way from Amsterdam.
- (C) Ahmed made all those arrangements.

22

W-Am This is the last interview scheduled for today, isn't it?

M-Cn (A) It does have a lovely view.

- (B) No, there's one more.
- (C) They preferred the old schedule.

23

- M-Au Which caterer is supplying food for the company picnic?
- W-Am (A) A large supply order.
 - (B) The same one we used last year.
 - (C) The orders have come in over the phone.

24

- M-Au Why don't we ask for two office assistants?
- W-Br (A) Yes, that's a good idea.
 - (B) She works in human resources.
 - (C) No, just a few days.

25

- M-Cn Have we sold more tickets this year than last year?
- W-Am (A) I thought I put them in your mailbox.
 - (B) I didn't organize the concert last year.
 - (C) It will be held on Tuesday.

26

- W-Am Should I present the sales figures at today's meeting or tomorrow's?
- W-Br (A) Tomorrow's has been canceled.
 - (B) Only a slight increase.
 - (C) Are all purchases final?

27

- M-Cn This jacket isn't as warm as I thought it would be.
- W-Am (A) With a matching scarf.
 - (B) According to the weather report.
 - (C) Would you like to go inside?

28

- W-Br We can leave our bags at the reception desk, can't we?
- M-Cn (A) It ends at ten o'clock.
 - (B) Of course we can.
 - (C) There are plenty of rooms.

29

- M-Au Why is Shreya leaving the company?
- W-Am (A) A leader in the business.
 - (B) I put it next to the window.
 - (C) She found a job in Chicago.

30

- M-Au Should we go straight to the office, or stop by the hotel first?
- M-Cn (A) There's room in the taxi.
 - (B) Either is fine with me.
 - (C) Yes, you're right.

31

- M-Cn Does the security desk know that Mr. Ito is coming in today?
- W-Br (A) Maybe later, thanks.
 - (B) It's in the top drawer.
 - (C) You'd better call them.

PART 3

- M-Cn 32Crocker Sporting Goods, how may I help you?
- W-Am Hello, 32, 33I have to change the delivery address of a package I ordered from your Web site. It's being sent to my new home in Chicago, but my move-in date got delayed, so I won't be there. Can my package be sent to my current address instead?
- M-Cn Unfortunately, once the package has been shipped, it cannot be rerouted.
- W-Am Well, no one will be there to receive it.

 I don't want anything to happen to it. Is
 there anything you can do?
- M-Cn 34Let me call the shipping agent in Chicago and have them hold the package for you. That way your package will remain safe until you arrive.

- W-Br Pablo, I heard about your promotion.
 That's great news! 35When do you start
 your new position?
- M-Cn Thanks very much; 35I start on Monday.
 36Things are a little busy at the moment,
 though, because my new office is on a
 different floor, and I have to move all my
 personal belongings there.
- W-Br 37I just took inventory of the office supplies, so if you need anything to help you pack, let me know.
- M-Cn That would actually be very helpful. I can't believe how many things I've accumulated over the years! Do you think I can get some cardboard boxes and tape?

38-40

- M-Au Hi, Sunisa. 38 just finished the final cut of the TV commercial we produced for the Denton Company. Do you have time to take a look at it? I'd love to know what you think.
- W-Br To be honest, 39TV ads aren't really my specialty. Now...I know he's only been at our company for a few months, but Rashid has worked in television for years. 39And I think he's in his office right now.
- M-Au Oh? Well, I'll check with him. 40We're presenting this to the Denton Company on Thursday and I really want to make sure they're not disappointed.

41-43

- W-Am Hi Richard, 41 just saw the catering order for Satoshi Kato's retirement party next week.
- M-Au Yeah, the restaurant said they'd deliver the food around 11:45. That should give us plenty of time to set up for lunch.
- W-Am That's great, but um, have you ever met Mr. Kato?
- M-Au Oh, right! Of course. 42How could I forget that Mr. Kato doesn't eat meat? I'll call the restaurant later today to change the order, but I really have to finish this seating chart first.
- W-Am ⁴³I can call the restaurant for you, so you can finish up here.
- M-Au That'd be great, thank you so much!

- M-Cn Hi, Ms. Santiago. It's Jim, your manager, calling. 44I just got an e-mail from Bergan Industries. Apparently the presentation you gave yesterday really impressed them, and now thanks to you they've decided to use us to supply all their paper products.
- W-Am That's great news! But I can't take all the credit. 45 James Tanaka in our advertising department made the slides for my presentation. He's very creative.
- M-Cn I'm not surprised. 45Mr. Tanaka also did a wonderful job designing our catalog this year. Be sure to let him know that we appreciate his abilities.
- W-Am I'll do that. He's out of the office today, but

 46I'll be sure to give him that feedback

 when I see him tomorrow.

- W-Br Mehdi, 47l've been working on the design for the new library. I put the floor plans on your desk this morning. Did you have a chance to look at them?
- M-Cn Yes, I like what you did, but 48there's one problem. In your plan, the computer lab is located on the second floor, and I thought it was supposed to be on the first floor next to the elevator.
- W-Br That was the original idea, but I believe the library director wanted that room moved upstairs so that we'd have space to make the lobby bigger.
- M-Cn 49We'd better check on that; I'll call the director this afternoon just to make sure.

- W-Am Hello, I'm calling to follow up on a hotel stay I booked with your travel agency. I just came back from my trip to Prague, and ⁵⁰I must say I'm disappointed. Your Web site said the Chester Hotel is in the heart of Prague, but it was actually a thirty-minute ride to the city center.
- M-Au Oh, I'm so sorry to hear that. 51 will definitely take a look at the description in our advertisement of the Chester Hotel and make sure it's not misleading.
- W-Am Yes, I really think that information needs to be changed. 52I spent over two hundred dollars in taxi fare getting into the city. Would you be able to pay me back for the extra transportation costs?

53-55

- W-Br Hey Ben, 53will you be attending the regional directors' meeting in Paris next Monday?
- M-Au 53Yes, I will. You too?
- W-Br 53 am, but...how do I board the train without a paper ticket? I just received the e-mail confirmation for my trip, but 54 m not sure how to retrieve the ticket.
- M-Au 54When you get to the station, look for the self-serve kiosks. Make sure you have the reservation number with you, and follow the instructions to print out the paper ticket.
- W-Br OK. I'm on the four o'clock train, so I'll make sure I leave the office a bit early to do that.
- M-Au 55I'll actually be on the same train. We should share a taxi to the train station.

56-58

- M-Cn Hi Thuli, ⁵⁶what did you think about the new e-mail policy they announced at the staff meeting?
- W-Br 56I wasn't really surprised. 57I think a lot of companies ask employees not to use personal e-mail accounts at work.
- M-Cn Yes, ⁵⁷but I'm sure everyone has to send personal e-mails during office hours occasionally. What if I need to contact my bank?
- W-Br Oh, something like that shouldn't be a problem. The company is just concerned because 58there have been complaints about some employees spending too much time on non-work activities.

- M-Au Hey Sue. 59 Hector and I are going to lunch at Antonio's Restaurant. Would you like to join us?
- M-Cn A few others from the office are coming as well. It'll be a good chance for you to socialize with your new colleagues.
- W-Am Thanks for inviting me, but isn't that a bit far away to go for lunch? 60 It would take us twenty minutes just to get there, so we wouldn't have enough time to eat.
- M-Au Oh, you're thinking of the original Antonio's, by the town hall. They just opened a second place much closer to here.
- M-Cn Right. And we plan to go a little early, to beat the lunch rush.
- W-Am In that case, sure. 61Let me just tell my manager that I'll be going to lunch early.

- W-Br Hello. 62 I'd like to purchase some tables and chairs for a new restaurant I'll be opening. I saw the prices on your Web site, but I was wondering if you have any discounts for large orders.
- M-Cn 63We do offer discounts, as long as you're ordering at least twenty sets of tables and chairs. Do you already know how many you'll need?
- W-Br I don't have the exact number yet, but

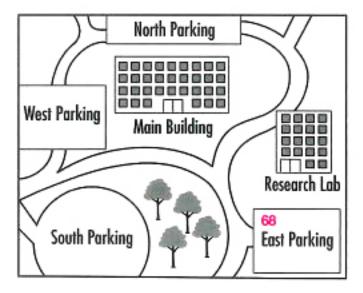
 63 I'm sure it'll be more than twenty. I was
 also wondering how quickly you'd be able
 to deliver the furniture. 64 The restaurant
 is set to open next month, so I'd like
 everything delivered within the next two
 weeks.

- W-Am 65Welcome to Woodford Electronics! How may I help you?
- M-Au Well, 65 purchased this digital camera
 yesterday from your store—but when I try
 to preview the photos I've taken, an error
 code displays on the screen.
- W-Am Really? Let me take a look. I have a chart here of all the codes, perhaps it'll tell us what's going on...ah, I see. 66 According to the chart, the camera doesn't have enough battery power to preview the photos.
- M-Au Oh. 67Do I need to buy a new battery?
- W-Am Well, ⁶⁷let me give you a new one for free, since you just bought the camera from us yesterday.

Error Code	Problem	
☐ E-1	Dirty lens	
□ E-2	No flash	
66 ☐ E-3	Low battery	
□ E-4	Memory card full	

- M-Au Jin-Hee, ⁶⁸the company's closing the parking area in front of our research lab for construction next month. Can you send an e-mail to tell the rest of the team?
- W-Br Yeah, sure. Did they decide where everyone should park in the meantime?
- M-Au We're supposed to use the west parking area—'till the construction's finished.
- W-Br That's quite a long walk from our lab.

 69When the weather's bad, the roads
 around here can get really icy.
- M-Au Don't worry. 70The company's providing shuttles from the parking area to our lab. Could you add that to the e-mail as well?



PART 4

71-73

W-Am Hello, Mr. Ortega. ⁷¹This is Helen from Super Office Furnishings. I'm calling about the new desk that you ordered for your office—the black one with the glass top? Well, ⁷²we've run into a problem. That model is out of stock and the manufacturer isn't sure when more will be available. But we do have a few other desks within your price range that you might consider purchasing instead. I'd be happy to e-mail you some photos of these other desks. ⁷³Just give me a call and let me know what e-mail address I can reach you at. I'm sure we can find one you'll be happy with.

74-76

M-Cn 74Thank you all for coming into the clinic early today, before our patients start arriving.

75I wanted to give everyone an update on the transition to the new electronic patient records software. We're scheduled to move to the new system on October tenth. I know that you've already been trained in the new software. 76What I'd like to do for the next half an hour or so is discuss your experience with the system and identify any issues we still need to address.

77-79

M-Au Good morning. 77I want to go over what you'll be doing during registration for the IT Strategy conference. We've set up two tables in the lobby with conference materials, and you'll be handing out registration packets. Each packet contains a schedule, a map of the building, and a name tag. 78Remember to ask for photo identification, like a passport or a driver's license, before you give these out. Attendees have until noon to check in, and then 79in the afternoon you'll be free to go to any presentations you want.

80-82

W-Am Hi Pedro, this is Margaret. 80Thanks again for helping me plan the reception to welcome Professor Edmunson to our university. I know we decided to reserve a private dining room at the Willow Lane Restaurant so we can all meet our new colleague. But, 81now we have a problem. Thirty-five people have accepted the invitation! 81I wasn't expecting so many. It's probably not too late to book a different place, but we have to hurry. 82Would you have time to call some other restaurants this morning to see what space they have available? Then we can decide what to do.

83-85

W-Br Good morning. As you know, 83 we're going to carry a different brand of exercise machines at our store starting next month. The selection will include equipment such as treadmills and stationary bikes. It's very important that you, as sales associates, become familiar with the products, and know how to use each machine. So, 84 l'II be giving each of you a brochure with pictures and descriptions of all the machines to look over. Please read through this information. 85 Next week a representative from the manufacturer will come to the store and train us on the new equipment.

86-88

M-Au Hi, Alan, it's Clarence. 861'd like to talk to you about moving your work station to our new office space on the second floor. 871 know you're used to the space where you work now, but you are right next to the break room. 87It's much quieter on the second floor. Plus, the other software developers are already in the new space, and it'd be convenient to have our entire team close together. Please begin packing your belongings this week, and 88on Monday, I'll arrange for someone to come and set up your computer in the new location.

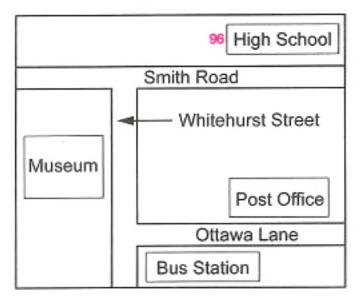
Porter, who's here today to lead customer service training for all our City Heights Shoe store employees. ⁹⁰Jacqueline has been educating staff on customer service strategies for several years. She has a lot of insight into dealing with client interactions in the retail environment. Today's focus will be how to best build customer loyalty, so that our customers will continue to come back to our stores. ⁹¹Before I let Jacqueline start, just a quick reminder to please switch off your mobile phones to minimize distractions during her presentation.

92-94

W-Br Good morning everyone. 92We're going to have a busy day because of the power failure last night. The electricity was down for about an hour and several departments are reporting trouble connecting to the Internet. They'll need our help getting their servers back online. However, 93the head of the Product Development team said that they can't reschedule the videoconference they've got this morning, so I'm going to head over now to make sure that everything is operational in the room that they've booked. 94I've asked Li Wei to answer the helpdesk phone as requests come in. The rest of you can get started on the work orders that we already have.

Tuesday Schedule					
9:00	Board meeting	Room 223			
9:30	Marketing meeting	Auditorium			
939:30	Product development videoconference	Room 407			
11:00	All-staff meeting	Cafeteria			

95Today, Mayor Goldberg held a press conference to announce plans to repair damaged roads in the city. 96The mayor said the project will begin next month, and Smith Road will be the first road closed. There will be detour signs posted, but please be aware that no one will be able to access Smith Road for at least two weeks. The mayor also announced that at least 100 new workers would be hired to complete the roadwork. 97You can visit the Channel 11 Web site for a link to descriptions of these new jobs.



98-100

M-Au Attention, passengers of Flight B 1205 to Los Angeles: 98this flight is overbooked. If you're available to take a later flight today, please come to the customer service desk right away and you'll receive a voucher for a free, round-trip, domestic flight. Additionally, 99we are now scheduled to board at Gate 24C. We apologize for the late notice, but 100the door to the jet bridge is not working, so we're being moved to a different gate. Thank you for your patience. We'll begin boarding shortly.

