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	21 (A)	22 (A)	23 (C)	24 (C)	25 (B)	
	26 (C)	27 (A)	28 (B)	29 (B)	30 (B)	
	31 (C)	32 (C)	33 (B)	34 (C)	35 (B)	
	36 (D)	37 (A)	38 (D)	39 (B)	40 (C)	
	41 (B)	42 (A)	43 (A)	44 (A)	45 (D)	
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	56 (D)	57 (C)	58 (A)	59 (D)	60 (B)	
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	66 (D)	67 (C)	68 (B)	69 (B)	70 (A)	
	71 (C)	72 (B)	73 (B)	74 (C)	75 (B)	
	76 (C)	77 (C)	78 (B)	79 (D)	80 (C)	
	81 (A)	82 (B)	83 (B)	84 (A)	85 (C)	
	86 (D)	87 (A)	88 (A)	89 (D)	90 (A)	
	91 (C)	92 (C)	93 (A)	94 (B)	95 (A)	
	96 (A)	97 (D)	98 (D)	99 (C)	100 (B)	

PART 1

W-Am



- (A) He's watering some flowers.
- (B) He's talking on a phone.
- (C) He's drinking from a coffee mug.
- (D) He's tying his shoe.

2 W-Br



- (A) They're installing a photocopier.
- (B) They're replacing a window.
- (C) One of the men is hanging a sign.
- (D) One of the men is reaching for a telephone.

3 M-Au



- (A) The woman is using a broom.
- (B) The woman is trying on a helmet.
- (C) The man is measuring a cabinet.
- (D) The man is painting a wall.

4 W-Br



- (A) She's drying her hands with a paper towel.
- (B) She's plugging in an appliance.
- (C) She's wiping off a countertop.
- (D) She's washing a cup in the sink.

5 M-Cn



(A) One of the men is holding a briefcase.

- (B) One of the men is taking off his sunglasses.
- (C) They're handing out some flyers.
- (D) They're replacing bricks on a pathway.

6 W-Am



- (A) A kayak is being paddled down a river.
- (B) A pile of bricks has been left on a walkway.
- (C) Some roofs are being repaired.
- (D) Some chairs have been placed along a canal.

PART 2

7

W-Br Where can I find the vice president's office?

M-Cn (A) It's on the second floor.

- (B) The filing cabinet on the left.
- (C) We have to use official stationery.

8

W-Br Which desk is mine?

M-Au (A) At noon on Wednesday.

- (B) My computer works.
- (C) The one next to the printer.

9

M-Cn Who ordered the side salad?

M-Au (A) A fork and knife.

- (B) By credit card.
- (C) That was me.

10

W-Am Wasn't Mr. Keller supposed to come to this business dinner?

M-Au (A) Recruiting strategies.

- (B) Yes, he'll be here in ten minutes.
- (C) Would you prefer chicken?

11

W-Br When did they announce Barbara's promotion to vice president?

M-Cn (A) A hard worker.

- (B) On Monday.
- (C) Yes, she is.

12

W-Br This is your first visit to this location, right?

M-Au (A) Check the parking area.

- (B) No, I've been here before.
- (C) We won first prize!

13

W-Am Have you seen the new film at the cinema yet?

M-Cn (A) No, I'm going to go see it tomorrow.

- (B) An award-winning movie director.
- (C) To visit my friend.

14

W-Am Would you like to come to dinner with us later tonight?

M-Au (A) I'm leading a workshop early tomorrow morning.

- (B) The farmers market sells them.
- (C) We'll find you a table in the back.

15

M-Cn Where did the accounting department move to?

W-Br (A) I work in that department, too.

- (B) The company's bank account.
- (C) Right across the hall.

16

W-Am How did the focus group respond to our new logo?

M-Cn (A) They liked it.

- (B) How can I focus this camera?
- (C) It's about four thirty.

17

M-Au When does the reception start?

W-Br (A) On Barton Avenue.

- (B) I didn't receive an invitation.
- (C) Seventy guests.

18

W-Br Did you arrange to have the door repaired?

M-Cn (A) I bought a pair of scissors.

- (B) A range of quarterly data.
- (C) Yes, I put in a request yesterday.

19

M-Cn Why are production numbers so low this month?

W-Am (A) One meter high.

- (B) Because some machines were down for repairs.
- (C) A few hundred units.

20

M-Cn Do you mind if I leave early today?

W-Br (A) Has your report been submitted?

- (B) Twelve staff members attended.
- (C) A 50-dollar discount.

21

M-Au Which software programs does Allison know how to use?

W-Am (A) Here's a copy of her résumé.

- (B) That's my computer.
- (C) Some technical consultants.

22

- M-Au What does the conference registration fee include?
- M-Cn (A) All sessions plus lunch.
 - (B) In Ballrooms 1 and 2.
 - (C) That's a reasonable rate.

23

- W-Br Twenty people signed up for the teambuilding seminar.
- M-Cn (A) The building was renovated.
 - (B) My favorite sports team.
 - (C) Great, that's more than last year.

24

- M-Au Can we begin production this week, or should we revise the timeline?
- W-Br (A) Improving efficiency.
 - (B) I've seen that performance.
 - (C) You can start this Thursday.

25

- M-Cn How are we marketing our new beverage to young people?
- M-Au (A) Some pencils and notebooks, please.
 - (B) Robert's in charge of that product.
 - (C) Thanks, I'll just have water.

26

- W-Br You really should join that new fitness club.
- W-Am (A) Basketball and tennis.
 - (B) Sorry I can't join you for dinner.
 - (C) Yes, I'd like to get more exercise.

27

- W-Br Where can I get a laptop for our meeting?
- M-Au (A) The conference room has computers.
 - (B) Yes, they're doing internships.
 - (C) We meet once a week.

28

- M-Au Why do you want to sell your house?
- W-Br (A) We provide home delivery.
 - (B) My new job's in London.
 - (C) A real estate agency.

29

- W-Br I'm going to pick up the printing order now.
- W-Am (A) Yes, it was really fun.
 - (B) Don't forget the receipt.
 - (C) No, in alphabetical order.

30

- M-Cn When is the new amusement park scheduled to open?
- W-Am (A) Probably in the city center.
 - (B) There's an announcement in the newspaper.
 - (C) Ten cents a copy.

31

- M-Cn Do we have to submit our budget report on Friday, or is Monday OK?
- W-Br (A) It was pretty expensive.
 - (B) He was here a few days ago.
 - (C) Maria was firm about the deadline.

PART 3

32-34

- W-Br Hi, Jorge. 32How's preparation coming along for the new sculpture exhibit?
- M-Au Well, we're a little bit behind actually...

 33the Museum of Plastic Arts is loaning
 us several sculptures, but the shipment's
 been delayed.
- W-Br Oh, no. Is there any way I can help?
- M-Au Well... the rest of the sculptures should be here this afternoon, and this is the list of things that still need to get done.
- W-Br Hmm... how about you finish setting up the final pieces, and 34l'll upload photographs of the completed displays to our Web site?
- M-Au That'd be great-thanks!

35-37

- W-Am Oh, Jason—35the people at table two asked for an order of French fries. They said they forgot to tell you when you took their order.
- M-Cn Is that a small or large order of fries?
- W-Am Small.
- M-Cn Thanks for letting me know. 361'll go tell the cooks to add it to their order.
- W-Am Great. Oh, by the way, ³⁷do you think you could take my shift this Thursday from twelve to five? I forgot I have a dentist appointment.
- M-Cn Uh... I have tickets to a baseball game on Thursday.
- W-Am OK, no problem.

- 44-46
- M-Au Hello, this is Don Simons. 381 have an appointment with Dr. Ramirez on Wednesday, but I'm afraid I have to reschedule.
- W-Br OK. When would you be able to come in?
- M-Au How about on Thursday?
- W-Br 39Dr. Ramirez works at Brookside Medical Clinic on Thursdays. She's only in this office on Mondays and Wednesdays.

 You'll have to call them to schedule an appointment.
- M-Au Oh, I see. 40Do you have their telephone number?
- W-Br Yes, 40it's 555-0102. Be sure to let them know that you usually see Dr. Ramirez at this location.

41-43

- M-Cn Hi, 41welcome to Springton Furniture. I'm Tom. How can I help you?
- M-Au Hi. I'd like to return a lamp I bought here a couple of weeks ago.
- M-Cn OK. Do you have your receipt with you?
- M-Au Uh, no, actually. I must have lost it.
- M-Cn Hmm. Usually we can only take returns with a receipt. 42Let me ask my manager. Excuse me, Sarah?
- W-Am Yes, Tom?
- M-Cn ⁴²This gentleman wants to return a lamp, but doesn't have his receipt.
- W-Am OK. Sir, I'm afraid 43 all I can do is offer you in-store credit. You can use it at any of our locations.

- M-Cn Hi, Leticia. I wanted to update you about the discussion I had yesterday with our legal team about the company merger.
- W-Am OK. 44I heard we're still on track to complete the merger by the end of the year.
- M-Cn Right. Well, ⁴⁵there's a problem. We're having trouble agreeing on what the logo for the new company should be when we merge. They rejected the designs that you and your marketing team proposed.
- W-Am Hmm. OK. 46 I'll schedule a meeting with my team so we can come up with something else. Let me set that up right now.

47-49

- M-Au Hello. I'm Ron Wells, the hiring manager here at Douglas Fashions. Thank you for coming in to interview for the sales associate position.
- W-Br Of course. 47I'm excited about the possibility of working here. This is my favorite clothing shop.
- M-Au Great. So, tell me about your previous sales experience.
- W-Br Well, ⁴⁸for the last six months I worked at a store in Fountain Mall. I really enjoyed it, but I quit because it took me over an hour to commute there.
- M-Au I understand. Now, although you've already worked in sales, 49you'd still have to go through a monthlong training.
- W-Br OK. No problem.

- W-Am 50Welcome to Jackson Pharmacy. Can I help you?
- M-Cn Hi. 51I'm here to pick up some allergy medication. My doctor recommended that I take the kind called Valgone.
- W-Am Sure, let me check if we have any. Oh...
 unfortunately 51we don't have any
 available at the moment. That's a popular
 medication.
- M-Cn I guess I should've called first.
- W-Am We should get that medication in soon, if you'd like to come back in a couple of days. Why don't you write your name here, and we'll put some aside for you.
- M-Cn OK, thanks. 52I'll come back later in the week.

53-55

- W-Am Hi, Ricardo. 53 I'm calling because I'm working on the office supply order. Would you be able to look it over before I submit it?
- M-Au Sure, but before I do, did you know that the supplier has sent out a new catalog? Some of the prices might have changed.
- W-Am Oh, I didn't realize that. 54How can I get a copy of the new catalog?
- M-Au 54I'll bring it over to you now.
- W-Am OK, thank you. I'll check the prices right away. I'd like to submit this order before ⁵⁵I leave for my business trip next week.

- W-Am Hi, Jeremy. 56My sales department wants to start an employee incentive program. I know that your department uses one, so I wanted your advice.
- M-Cn Sure. What would you like to know?
- W-Am Employees will definitely be more eager to hit their sales goals if there's some sort of reward involved. But... 57what do you think the compensation should be?
- M-Cn Hmm... You spend more time with your team than I do.
- W-Am Right—I think they'd really enjoy earning additional vacation time.
- M-Cn That's a great idea. 58Why don't you speak with Louis in Human Resources—he'd be able to give you more guidance about making extra vacation time an incentive.

59-61

- M-Au Good morning, everyone. 59I've scheduled this conference call to discuss the advertising campaign we're developing for Denson Hotels—more specifically, the television commercial. Holly will be sharing some preliminary ideas for that. And Carter is joining us by video call from our Tokyo office. Carter, are you there?
- M-Cn Hello. Yes, I'm here.
- M-Au Great. Holly, you can begin.
- W-Am OK, so I've been working on developing ideas for the commercial—you know, the concept, the setting, and—
- M-Cn Hey guys, this is Carter again. Sorry to interrupt, but 60the audio suddenly went quiet. Were you saying something?
- M-Au Uh-oh. My laptop's microphone must be malfunctioning again.
- W-Am 61Let's switch to my laptop. It works well for video calls.



62-64

M-Au 62Bella's Cakes. May I help you?

W-Br I'd like to order a large chocolate cake.

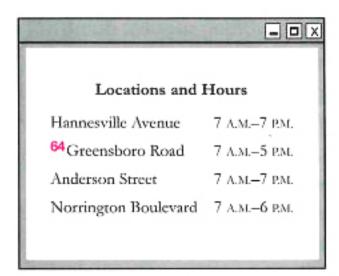
M-Au Certainly. Would you like anything special on the cake?

W-Br Well, it's for an office event. We're a publishing house and we're celebrating the release of a new book. 63It's important that the cake is book themed. Can you decorate it to look like a book?

M-Au Sure, we can do that.

W-Br Great. So can I pick it up at six tomorrow evening?

M-Au 64We're only open until five. But, I can take your order, and then you can pick it up from one of our other locations. They're listed on our Web site.



65-67

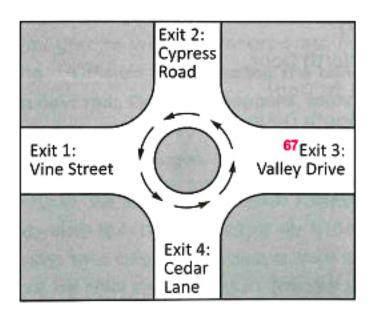
W-Am 65, 66 I'm very excited to write about the annual restaurant festival—it's my favorite event in the city.

M-Au Me too. 65, 661'm glad our magazine editor sent us to cover this. According to the map on my phone, we should be there in a half hour.

W-Am That'll give me plenty of time to set up for my interviews with some of the local chefs.

M-Au Great. Oh—on the map it looks like we'll be approaching a roundabout soon. 67We're on Cedar Lane right now, and you'll need to take Exit 3.

W-Am All right.



68-70

W-Br Good afternoon, ⁶⁸I'm from Star Locksmiths. I'm here about a door that isn't locking properly.

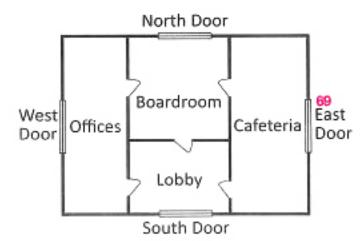
M-Au Thank you for coming so quickly. It's a major security concern that one of our doors doesn't lock.

W-Br Yes, I understand. I know which door it is, so I'll just head over there.

M-Au Thanks. And it'd be great if this could be fixed before noon. 69 Employees who work in the other buildings will need to use that door to enter the cafeteria.

W-Br OK, I'll get started right away.

M-Au Thank you. 70 Just remember to keep your visitor's badge visible at all times.



PART 4

71-73

W-Am And now for local news. ⁷¹Renovations began today on the Northridge Town Hall. ⁷²All new additions to the Town Hall were designed by Byron Lang. Mr. Lang is famous for using dramatic columns and arches in his architectural work, features that he will also incorporate into this building. ⁷³Officials are expecting the building to reopen next year. Once that happens, tours will be given every weekend, so that town residents can come and see the changes.

74-76

W-Br Before we end our meeting, ⁷⁴I'd like to announce that we're going to have a central air-conditioning system installed. ⁷⁵It's a big investment for a small company like ours, but ultimately it'll make everyone in the office much more comfortable. Anyway, installation is scheduled for this weekend. It'll require drilling into the ceiling, which will make a bit of a mess. So, the company that's doing the installation has given us enough plastic sheets to cover everyone's work space. You can pick yours up in the mail room anytime. Just ⁷⁶please remember to cover your desk with it before you leave on Friday.

77-79

W-Am ⁷⁷I called this meeting to demonstrate the new software program we'll be using to manage client contracts. With this software, you'll be able to create new client accounts, update information quickly, and send contracts by e-mail to be signed electronically. However, ⁷⁸some clients may still request a paper copy of their contract, so please assure them that they'll also receive an official copy in the mail. We want to switch over to this new software next week. So ⁷⁹please pay close attention during the demonstration. I had to read through the manual twice. Let's get started.

80-82

Electronics Company to help you understand how to discard the hard drive from your old computer. The first step is to remove the hard drive from inside your laptop computer. Next, ⁸¹print a shipping label from our Web site. Then, affix the label you printed on a padded envelope and place the hard drive in it. Finally, take the package to your local post office. ⁸²For every hard drive returned, we offer a ten percent discount on your next purchase from us.

83-85

W-Am Good afternoon, everyone. We're here to discuss plans for a new product. ⁸³We've decided to branch out from our successful line of organic juices and add an organic sports drink. The drink will have all-natural ingredients and will come in different fruit flavors. ⁸⁴We conducted a survey and found that 80 percent of our customers prefer beverages made with all-natural ingredients, so we feel confident that they'll buy a new organic drink from us. We haven't decided on a name for the new product yet. ⁸⁵If you have any ideas, please submit them by Friday.

86-88

M-Au Hi, Noemie, I'm calling about some customer service issues. Paper production has been steadily increasing over the past year. 86, 87According to the most recent survey results, our customers do like the quality of our 100 percent recycled paper. However, 88I've been receiving complaints from clients about late deliveries because YS Delivery Service cannot fulfill our orders on time. It may cost us more, but we should definitely resolve this issue. You're familiar with Fox International Deliveries, aren't you? 88I've heard good things about them.

M-Cn Hi, Stella. This is Marco. It's about five thirty, and 89I'm just leaving the office supply store on Tenth Street. They have the keyboards we're looking for, but, unfortunately, the computer cables we need are sold-out. But they're available at their other store location across town. 90That store closes at six, and it's pretty far from here. 90I don't think it will delay our work if I pick them up tomorrow. By the way, 91I forgot to follow up with the job candidate we selected. Could you call and schedule her to interview next Monday?

92-94

W-Br Good afternoon. 92Your CEO here at Yorktown Department Store requested that my marketing firm make some recommendations based on current fashion trends. This will help you make smart decisions about what clothes to sell and when. 93We get information about the latest fashion trends by following screen and music stars on social media, just as your customers do. We noticed that you've been selling your line of winter clothes too early in the year. Most celebrities don't start wearing winter outfits until mid-October, but 94you've been displaying your winter collections beginning in September. I'd recommend holding the winter line until October.

95-97

W-Am Hi, everyone. I just met with our financial advisers. ⁹⁵It looks like the construction work on the park has run over budget. There were some unanticipated problems with the electrical work, and I had to pay the contractor for additional hours in order to meet our August twelfth opening date. This means we can no longer afford to offer as many special events this summer. Since the park will likely be busier on weekends, ⁹⁶I've decided to cancel the recurring Wednesday event. We still need to let our advertising firm know so they can update our promotional materials. ⁹⁷I plan to give them a call this afternoon.



98-100

W-Br Hi, Louise. I met with the marketing manager at Kumar Construction this morning. Great news! They want our company to design their new Web site. ⁹⁸I'm concerned, though, because we have so many new people on staff right now who have little experience. This would be their first big Web-design project. Mr. Kumar, the owner, wants to discuss a design with us next week, but you and I should meet before then. ⁹⁹Let's get together after the directors' strategy meeting, in the afternoon. Also, could you do me a favor? ¹⁰⁰Could you look at the budget for this project? I need to submit it for approval by the end of the week. Thanks.

	Mon.	Tues.	99Wed.	Thurs.
8:00	Planning meeting			
9:00			Leadership training	Finish budget report
10:00	Presentation		Directors' strategy meeting	
1:00		Team meeting		