

ETS TEST 9

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

PART 1

1 W-Br



- (A) They're boarding a train.
- (B) They're installing a railing.
- (C) They're walking down stairs.**
- (D) They're sweeping a walkway.

2 M-Cn



- (A) He's typing on a keyboard.**
- (B) He's organizing books on a bookcase.
- (C) He's adjusting the position of a computer screen.
- (D) He's posting a sign on a bulletin board.

3 M-Au



- (A) Some people are riding bicycles.
- (B) Some people are seated at a café.**
- (C) Some people are being served coffee.
- (D) Some people are removing their coats.

4 M-Cn



- (A) The woman is entering a warehouse.
- (B) The woman is pushing a cart.
- (C) The woman is closing a package with tape.
- (D) The woman is wearing a safety vest.**

5 W-Br



- (A) Some curtains have been laid out on the floor.
- (B) Some plants have been placed outside.
- (C) Some artwork has been hung on a wall.**
- (D) Some chairs have been stored in a closet.

6 M-Au



- (A) The woman's searching for supplies in a cabinet.
- (B) The woman's squeezing a plastic bottle.**
- (C) The man's rearranging some laboratory equipment.
- (D) The man's writing down some measurements.

PART 2

7

- W-Br What does the holiday package include?
M-Cn (A) No, it's not.
(B) It includes your flight and hotel room.
(C) From the main post office.

8

- W-Am When'll the factory inspection take place?
M-Au (A) On March fifteenth.
(B) A safety checklist.
(C) We just ran out.

9

- M-Cn Where can I buy tickets for the next exhibit tour?
W-Br (A) At the first window.
(B) Last Thursday.
(C) No, it's too much.

10

- W-Am Isn't our new coffee excellent?
M-Cn (A) Cream and sugar, please.
(B) Yeah—I like it a lot.
(C) We don't have to.

11

- M-Au When is the new copier arriving?
W-Br (A) Next Friday.
(B) Yes, I just came back.
(C) In the break room.

12

- W-Am There're boxes in the storage room, aren't there?
M-Cn (A) The total is four dollars.
(B) Yes, he left for the day.
(C) No, I used the last one.

13

- M-Au Karen, would you finish the presentation slides?
W-Am (A) Sure, when do you need them?
(B) Several members of the team.
(C) I already bought a present.

14

- M-Cn Will you be dining here, or would you like your food to go?
M-Au (A) I heard that's not true.
(B) She met him at lunch.
(C) We'd like to eat here.

15

- W-Am Why is Alan working from home?
M-Au (A) Because he's expecting a delivery.
(B) I live on Twentieth Street.
(C) A retail business.

16

- W-Br We're leaving at five for the holiday party.
M-Cn (A) Just a few groceries.
(B) I have to work late tonight.
(C) Did you have a good time?

17

- W-Br How did you manage to fix your computer?
M-Au (A) By installing a software update.
(B) I think he's a good manager.
(C) They're very expensive.

18

- M-Cn Should I take the train to the conference center?
W-Am (A) Thank you.
(B) I can carry that.
(C) Yes, it's very fast.

19

- M-Au Didn't you buy more postage stamps last week?
W-Am (A) The post office on the corner.
(B) Yes, but we already used them.
(C) A few years old.

20

- W-Br I think last year's technology trade show was better.
M-Au (A) This is my first time here.
(B) Laptop computers.
(C) The Seattle office.

21

- M-Cn May I borrow your stapler?
W-Am (A) A thirty-page contract.
(B) As soon as I'm finished with it.
(C) I always stay there.

22

- W-Br Who should present their research at the seminar?
M-Cn (A) I think Lucy's data is impressive.
(B) In the conference room.
(C) Ten copies of this report, please.

23

- M-Au Why have our sales decreased recently?
W-Am (A) Sure, I can slow it down.
(B) Turn right at the next corner.
(C) **The vice president is investigating it.**

24

- W-Br How is your new department manager doing at his job?
M-Au (A) **He's only been here a week.**
(B) Yeah, everyone in the company.
(C) I'd like to order that too.

25

- W-Am Do you know if there's a break after this talk?
W-Br (A) I spoke to him yesterday.
(B) **I'll check the schedule.**
(C) The administration building.

26

- W-Am Where can I charge my mobile phone?
M-Cn (A) A wireless device.
(B) Every day at three o'clock.
(C) **Plug it in by the lamp.**

27

- M-Au Which room can we use for Thursday's client reception?
W-Br (A) To get to Tokyo.
(B) About ten more workers.
(C) **We'll need a large space for the food.**

28

- M-Cn Are you going to accept the transfer to New York City?
W-Am (A) That one over there.
(B) **I'm waiting to hear about the salary.**
(C) He's from London originally.

29

- M-Au Should we call the client before or after the staff meeting?
W-Br (A) **How long do you think it'll take?**
(B) A recently signed contract.
(C) I don't think he did.

30

- W-Am This purchase order needs a signature.
M-Cn (A) **Takeshi can do it.**
(B) The delivery should be on time.
(C) A refundable payment.

31

- M-Au It wasn't supposed to rain today, was it?
W-Br (A) The channel six forecast.
(B) The price was a little too high.
(C) **You can borrow my umbrella.**

PART 3

32-34

- M-Au ³²**Hello, Schooner's Grocery, how can I help you?**
W-Am Hi, ³³**I have a question—would it be possible for your store to start stocking Diamond granola bars again?** They're my favorite, and I couldn't find any last time I was shopping.
M-Au Actually, another customer made the same request just yesterday! ³⁴**I'll let the store manager know—she'll be reviewing our product inventory at the end of the month.**

35-37

- W-Br Hi, Makoto. Sorry to bother you, but ³⁵**where will our department meeting be this afternoon?**
M-Au I scheduled it in the conference room on the first floor, Room 176.
W-Br Oh, but... ³⁶**the projector in that room isn't working.**
M-Au Steve said he'd request one from the IT department. Oh, here he is now. Steve, have you had a chance to request the projector for this afternoon?
M-Cn Yes, it's already set up. By the way, ³⁷**I'd like to make a few announcements about the new time-reporting process at the start of the meeting. Is that OK?**
M-Au Sure, we have time for that.

- M-Cn Hi, Bridgette. Do you want to go to the employee cafeteria for a coffee?
- W-Br OK!
- M-Cn I wanted to ask about your move. ³⁸I'm so glad you're in my neighborhood now. Are you settling in to your new apartment?
- W-Br Yes, thanks. There's just one thing, though. I'm not familiar with the area yet, and I'm trying to find a new eye doctor. Know of any?
- M-Cn Yeah, ³⁹I have a good ophthalmologist, Dr. Chan. The great thing is she works on the weekend, so you don't have to take time off to see her.
- W-Br Perfect. Do you happen to have her number?
- M-Cn ⁴⁰I have her business card at my desk. Let me get it for you.

- W-Am Welcome back, Raj! ⁴¹How was your vacation last week?
- M-Au Very good. ⁴¹I went to Fairview with my family, and ⁴²it gave me some ideas for work—like how the city planning commission can make it easier to pay for parking in the business district.
- W-Am ⁴²But the city just installed digital parking meters that accept credit cards last year.
- M-Au That's true, but it's easier to pay with a mobile application. That's what they do in Fairview. I could even add money to the meter remotely before I ran out of time.
- W-Am ⁴³I've heard about those applications, but never used one before.
- M-Au ⁴³I have one right here on my phone. Let me show you how it works.

- M-Cn Deborah, ⁴⁴I want to introduce Ken Jacobs. He's the architect who'll be doing the remodeling plans for the restaurant.
- W-Br Oh, nice to meet you, Mr. Jacobs. We're excited about the remodeling. ⁴⁵One of our main priorities is to increase our seating capacity.
- M-Au Yes, I know that seating is an important part of your plans. ⁴⁶What I'd like to do today is just look around the building and get some ideas for how to do that.
- M-Cn Sure. ⁴⁶Deborah and I will show you around.

- M-Au Welcome to Anderson's Hardware Store.
- W-Am Hi. ⁴⁷I bought this electric saw from your store a while ago, and it stopped working. I'd like to exchange it for a new one.
- M-Au OK. If you give me your name, I can look up the details of your purchase.
- W-Am Sure, my name's Frances Russell.
- M-Au Unfortunately, this tool doesn't qualify for an exchange, because you bought it over a year ago. ⁴⁸The warranty's only valid for one year.
- W-Am Really? ⁴⁸I thought it came with a three-year guarantee.
- M-Au I have the warranty right here.
- W-Am Oh, OK then. Thanks for checking.
- M-Au ⁴⁹I recommend having our mechanic fix your saw. She can repair all kinds of power tools for a small fee.

50-52

- M-Cn **50** Welcome to your first day at the call center, Amelia. Your station is right over here. Have you read the material about our solar panels?
- W-Br Yes—I'm excited to get started!
- M-Cn Great! So, you'll be calling potential clients on this list to talk about switching to solar energy. The list includes many types of businesses. **51** We'd like to see you sign up ten new customers a day.
- W-Br Hmm... Ten new customers is a lot.
- M-Cn I know it seems that way, but we usually don't have any problems meeting that quota. **52** Would you like me to sit in on your first couple of phone calls and offer feedback?
- W-Br Sure, that sounds great.

53-55

- M-Au Hi, Jasmine. **53** My team just finished working on the prototype for the TZ59 camera. Here's the final report including the testing results and cost estimates for production. Can you let the rest of the managers know?
- W-Br Sure. By the way, I'm surprised at how quickly you were able to design the new camera.
- M-Au Yeah, **54** my team found some ways to cut out unnecessary steps from the process so we could get the work done faster. We're trying to keep up with our biggest competitor. Remember... they're also releasing a new camera.
- W-Br Right. You'll need approval to continue the project. **55** I'll e-mail the report to the managers right now.

56-58

- W-Am Hi. **56** This is Thalia Rosen from *Transport Today Magazine*. I'm calling about the article I'm working on. Can I speak with Jorgen Schmidt, please?
- M-Cn This is Jorgen. It's nice to hear from you again. **57** Did you enjoy the tour of our assembly plant last week?
- W-Am **57** Yes, I did. It was interesting to see how you assemble the cars for your high-speed trains, and I have a lot of material for the article. I could use help with one problem, though.
- M-Cn Sure.
- W-Am **58** My editor wants to see a wider variety of photos of the assembly plant. Can we send a photographer next week to take some more pictures?

59-61

- W-Br OK, team. As you know, **59** the company wants to expand into new regions. So we've been working with the strategic business unit to determine where to focus next year's global marketing campaigns. **60** Today Jim Mackenzie from the strategic business unit will give us an update.
- M-Cn Hi, everyone. **60** I analyzed data based on online search trends and determined some potential regions. That is, regions where a lot of people were searching for products like ours. So we realized there'd be a high demand for our products in Australia.
- W-Br Thanks, Jim. Based on these results, **61** we should start creating a specialized campaign targeting consumers in Australia. Let's start talking about ideas for this campaign.

62-64

M-Cn Excuse me, ⁶²is this the gate for flight 722 to London?

W-Am No, ⁶²that flight was just moved to a different gate. ⁶³We had to close this gate because the computer here isn't working. You'll need to go to gate number... uh... 34 now.

M-Cn Oh, OK. And also—⁶⁴do you have the Wi-Fi password for here in the terminal?

W-Am The Internet password? ⁶⁴Sure. It's **FreeAir**. That's capital F, r, e, e, capital A, i, r. Let me know if you have any trouble accessing it.



Flight 722 Bristol to London		
Date:	⁶² Gate:	Seat:
June 17	56	8C
Departure:	Arrival:	
9:30 A.M.	11:22 A.M.	

65-67

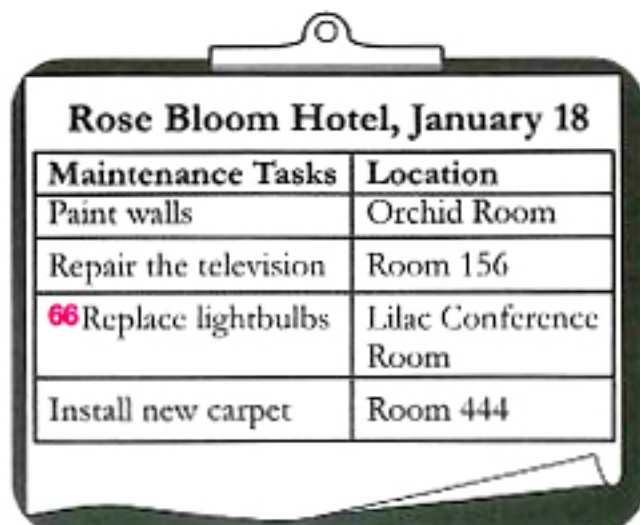
W-Br Hi, Roberto. ⁶⁵I'm sorry I'm late. I got stuck in heavy traffic. How's everything going here at the reception desk?

M-Cn Fine. Most of the hotel guests have already checked out. By the way, the maintenance workers came by. I gave them today's list of maintenance tasks.

W-Br Good. But ⁶⁶I'd better let them know there's a meeting in the Lilac Conference Room at ten o'clock. Doing the work in that room should be their top priority.

M-Cn OK. Also, ⁶⁷I was looking for some city maps to hand out to guests. There's only one here at the reception desk.

W-Br Check the storage room. There should be a box of maps there.



Rose Bloom Hotel, January 18	
Maintenance Tasks	Location
Paint walls	Orchid Room
Repair the television	Room 156
⁶⁶ Replace lightbulbs	Lilac Conference Room
Install new carpet	Room 444

68-70

W-Am ⁶⁸I'm really pleased with the way our online jewelry business is growing, Max. Just last month, our sales increased by twenty percent.

M-Au Yes, that's great. But I wonder if we need a different software program to do our accounting. The program we're using now takes a day or two to update expenses.

W-Am That's true. Look. ⁶⁹We paid for our new printer at the beginning of the week, but the amount for that expense category still hasn't changed. It still says 300 dollars.

M-Au So we should use another program. You know, ⁷⁰my friend Suzanne has her own business. I'll give her a call to see what accounting software she uses.

Expenses		
⁶⁹ Equipment	\$300	
Marketing	\$520	
Utilities	\$160	
Travel	\$75	

PART 4

71-73

M-Au I have some good news to announce. ⁷¹Next week, our company will begin offering exercise classes. ⁷²There have been several research studies that have shown that exercise during the day increases employee productivity. So we'd like to organize this for our staff here on-site. Brad Choi, a local fitness instructor, will lead classes three times a week. The program is open to all. ⁷³If you're interested, complete this short registration form to give to Mr. Choi at the first class.

74-76

M-Cn Tired of the same dining experience night after night? Try Fern Hollow Restaurant for a change. ⁷⁴Fern Hollow is the only restaurant in the area that has live music performed by different musical groups every single night. And if you love our food but can't make it into the restaurant, don't worry. You can still enjoy our delicious dishes at your next office function. ⁷⁵Just visit our Web site to book a catering service. And, ⁷⁶for our regular customers, starting next month, make sure you join our brand-new loyalty program!

77-79

W-Br Thank you for stopping by our booth. ⁷⁷I hope you're enjoying the bicycle convention. ⁷⁸I don't know how many booths you've visited at the convention today, but if you're looking to purchase a bicycle with an innovative design, this will be your last stop. After three years of planning and engineering, our company is proud to bring you FutureBike, a bicycle designed to be folded up for easy transport. Many of our competitors have foldable bikes, but ⁷⁹what makes FutureBike unique is that it is the most lightweight on the market. At just over six kilograms, our bicycle is lighter than the average backpack!

80-82

M-Cn In local news, ⁸⁰the city government has been considering converting the downtown public park into a housing development. Over the past few years, ⁸¹the city's population has increased due to job growth in the area. The proposed new housing could meet this rising demand. However, ⁸²the city needs both housing and green space—and there's the controversy. In fact, a debate was held at City Hall last night and apparently, they had the highest attendance there ever.

83-85

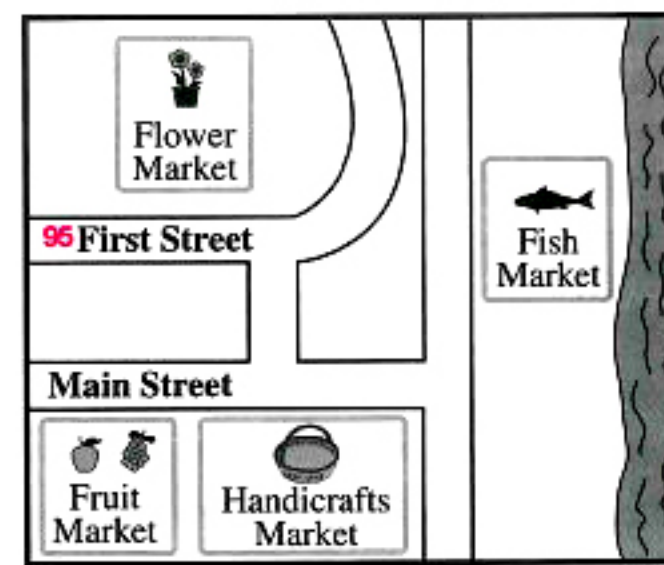
W-Am Hi. My name is Harumi Ota, and ⁸³I'm calling about a travel bag I ordered online from your company. I just received it, and saw that one of the straps is missing. I checked your Web site, and verified that it was listed as having both a handheld strap and a shoulder strap. The thing is, ⁸⁴I'm getting ready for a business trip. I have to travel to meet a client next week, so please send the shoulder strap as soon as possible. Oh... and ⁸⁵I want to let you know the bag was sent to the wrong address. My apartment number is 203, not 302. Thanks very much.

86-88

M-Cn Hello, Mr. Bradford. ⁸⁶This is Mark Torres from *Creative Writer's Magazine*. I stumbled on your blog and read some of your stories, and I'm impressed by your writing style. ⁸⁷I'd like to see some more writing samples, if you have any that you haven't published yet. We might be interested in publishing something in a future issue. If you call our office, we can probably set up an appointment for this week. Just keep in mind that an afternoon appointment would be better. ⁸⁸There's a construction site across the street from our office, and they make a lot of noise in the morning, but they're usually finished by noon.

89-91

W-Br I'm glad all the managers here at the hotel could attend this meeting. As you know, ^{89, 91}we built this hotel last year thanks to our investors in Korea. Well, they're coming next week to discuss financing a second hotel. Let's convince them. Let's show them that our business is worth another investment. Once their group arrives, I'd like the hotel restaurant to serve a nice meal. ⁹⁰Ms. Carlyle, please have your staff prepare an elegant dinner with both Korean and Western dishes. ⁹¹We also need someone to greet them at the airport. I know Soo-Bin can speak Korean. We want our investors to feel comfortable and welcome during their entire stay.



98-100

W-Br Hi, Gordon, it's Anna. ⁹⁸I've arrived here in Vancouver for the opening of the branch office. I wanted to discuss the sales strategy with you, and I don't think it can wait until I get back. I'm wondering if you'll be available for a discussion on Friday morning. ⁹⁹There's a two-hour time difference between the office here in Vancouver and your office. So that'll be nine A.M. for you. The opening ceremony here doesn't start until midmorning. ¹⁰⁰Please call me back to confirm that this time will work for you. Thanks.

92-94

M-Au ⁹²Landsford Career Center invites you to take advantage of the employment services we offer. If you want to find a job or get ahead in your professional development, make an appointment with one of our career advisors. We have 30 years of experience helping clients find positions in the workforce. And ⁹³mark this on your calendars: May fifteenth. Attend a job seminar at our Broad Avenue location and begin your journey toward a satisfying career. ⁹⁴You can also visit our Web site to read some comments from many of our happy clients.

Brickson Company Offices			
7:00 A.M.		8:00 A.M.	
Vancouver		Denver	
⁹⁹ 9:00 A.M.		10:00 A.M.	
Chicago		Montreal	

95-97

W-Am Welcome to today's bus tour of the market district. Now that you've all found a seat, we'll get started. Today, we'll be exploring three of the main markets in the area. Unfortunately, ⁹⁵there is one market that we won't be able to see. It's closed because it's located on First Street, and that road's shut down for emergency repairs. Instead, ⁹⁶we'll ride on a riverboat this afternoon. You'll see some beautiful views of the city from the boat. ⁹⁷Now, I suggest getting your cameras ready. We'll soon be stopping at a statue of the city's founder so you can take a picture.