



## PART 2

**Directions:** You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

7. Mark your answer on your answer sheet.
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30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.

**PART 3**

**Directions:** You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

32. Where most likely is the conversation taking place?  
(A) In a clothing store  
(B) In a furniture factory  
(C) In a restaurant  
(D) In a dry-cleaning shop
33. What is the problem?  
(A) Some merchandise has been lost.  
(B) Some clothing is the wrong size.  
(C) An item is damaged.  
(D) An order has not arrived.
34. What does the man offer to do?  
(A) Issue a refund  
(B) Reduce a price  
(C) Speak to a manager  
(D) Check the inventory
- 
35. Where most likely does the woman work?  
(A) At an airport  
(B) At a bicycle shop  
(C) At a train station  
(D) At a taxi stand
36. Why is the man calling?  
(A) To find out the hours of operation  
(B) To schedule a service  
(C) To reserve a ticket  
(D) To inquire about a delay
37. What does the woman say will cost extra?  
(A) Transporting a bicycle  
(B) Traveling during rush hour  
(C) Changing a reservation  
(D) Upgrading to business class
- 
38. What does the man want to do?  
(A) Sign up for membership  
(B) Use a computer  
(C) Make a telephone call  
(D) Borrow some materials
39. Who most likely is the woman?  
(A) A librarian  
(B) A security guard  
(C) A software developer  
(D) A salesperson
40. What does the woman say she will give the man?  
(A) An application form  
(B) An Internet address  
(C) A business card  
(D) A temporary password
- 
41. What does the woman mention about the Selwin 6?  
(A) It is easy to use.  
(B) It is an earlier model.  
(C) It is well designed.  
(D) It is very popular.
42. What does the man request?  
(A) A warranty  
(B) A reimbursement  
(C) A replacement part  
(D) An instruction manual
43. What does the woman offer to do?  
(A) Reset a password  
(B) Explain a policy  
(C) Check part of an order  
(D) Send a link to a Web site
- 

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44. What are the speakers discussing?  
(A) A real estate loan  
(B) A ride-sharing initiative  
(C) A company budget  
(D) A hiring plan
45. What does the man say about the office space?  
(A) It has become too small.  
(B) It is in a good location.  
(C) The rent has gone up.  
(D) The lobby is outdated.
46. What would the speakers like employees to do?  
(A) Help pay for parking  
(B) Work a weekend shift  
(C) Vote on a policy change  
(D) Create training materials
- 
47. Why does the woman talk to the man?  
(A) To offer him a ride  
(B) To invite him to an event  
(C) To discuss a work assignment  
(D) To ask for his assistance
48. What does the woman say is important?  
(A) Reviewing a schedule  
(B) Arriving by a certain time  
(C) Parking nearby  
(D) Checking a ticket
49. What does the man agree to do?  
(A) Join a group  
(B) Help with some work  
(C) Calculate a cost  
(D) Reserve some seats
- 
50. What type of service does the woman's company provide?  
(A) Career counseling  
(B) Home improvement  
(C) Garden landscaping  
(D) Web site design
51. What does the man say he wants to do tomorrow?  
(A) Make a payment  
(B) Review a document  
(C) Redecorate an office  
(D) Meet with a consultant
52. What information does the woman request?  
(A) The size of a room  
(B) The name of the man's friend  
(C) The number of people in a group  
(D) The start date of renovations
- 
53. Why did the man come to Miami?  
(A) To see some relatives  
(B) To open a business  
(C) To do some sightseeing  
(D) To take cooking classes
54. What does the woman mean when she says, "we could use some help in the kitchen"?  
(A) She enjoys her work in the kitchen.  
(B) She may have work to offer the man.  
(C) The restaurant is undergoing changes.  
(D) Some staff need further training.
55. What will the woman do next?  
(A) Make a reservation  
(B) Look for an employee  
(C) Show the man a menu  
(D) Take a customer's order
-

56. Where do the speakers most likely work?
- (A) At a research laboratory  
(B) At a construction company  
(C) At a nature park  
(D) At a real estate agency
57. What does the man mean when he says, "I've been meaning to contact them"?
- (A) He is looking forward to discussing a project.  
(B) He needs to clarify a statement.  
(C) He is aware he needs to do something.  
(D) He has forgotten to contact a client.
58. What will the woman include in her e-mail?
- (A) An updated list of assignments  
(B) Results from a recent customer survey  
(C) An estimate of additional costs  
(D) An explanation for a delay in setting a date
- 
59. What are the speakers mainly discussing?
- (A) Ways to reduce a travel budget  
(B) Places to visit in Vancouver  
(C) Possible locations for a conference  
(D) Plans for an upcoming business trip
60. What problem do the speakers have?
- (A) Their business cards have not arrived.  
(B) Their reservations are for the wrong dates.  
(C) Their transportation arrangements are not complete.  
(D) Their client in Vancouver is unavailable.
61. What does the woman suggest they do?
- (A) Cancel an order  
(B) Contact a hotel  
(C) Prepare a speech  
(D) Postpone a decision

## Discount Coupon



printer cartridge  
Black ink . . . . . \$ 5 Value  
Color ink . . . . . \$10 Value

**Provident**  
ink cartridges

Expires 2/7

62. What problem does the woman mention?
- (A) An item she purchased is defective.  
(B) She cannot locate a product.  
(C) A sale price seems incorrect.  
(D) An expiration date has passed.
63. What does the man say recently happened?
- (A) Merchandise was rearranged.  
(B) Flyers were distributed.  
(C) An order was delayed.  
(D) A service was discontinued.
64. Look at the graphic. What discount will the woman most likely receive?
- (A) \$2  
(B) \$5  
(C) \$7  
(D) \$10

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Office Directory	
1st FL:	HLT Company
2nd FL:	Noble Incorporated
3rd FL:	Romano Construction
4th FL:	Grayton and Sons

Name	Comment
1. Carol Lee	Dirty seat
2. Jean Harvey	No discount
3. Eun-Jung Choi	Web site down
4. Kinu Iizuka	Late to destination

65. Who most likely are the speakers?  
 (A) Carpet installers  
 (B) Interior designers  
 (C) Cleaning staff  
 (D) Office receptionists
66. Look at the graphic. Where is the man currently working?  
 (A) On the first floor  
 (B) On the second floor  
 (C) On the third floor  
 (D) On the fourth floor
67. What are the speakers probably going to do next?  
 (A) Move a table  
 (B) Fix a machine  
 (C) Look at some plans  
 (D) Make a conference call

68. Where do the speakers most likely work?  
 (A) At a shipping company  
 (B) At an engineering firm  
 (C) At a taxi company  
 (D) At a railway station
69. Look at the graphic. Which customer are the speakers discussing?  
 (A) Carol Lee  
 (B) Jean Harvey  
 (C) Eun-Jung Choi  
 (D) Kinu Iizuka
70. What will the speakers do next?  
 (A) Look at fuel prices  
 (B) Review customer complaints  
 (C) Update staffing schedules  
 (D) Organize training programs

**PART 4**

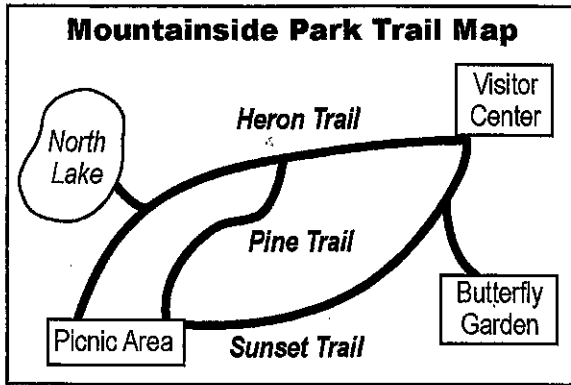
**Directions:** You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

71. What type of service does the speaker provide?  
(A) Food preparation  
(B) Cooking lessons  
(C) Grocery delivery  
(D) Nutritional counseling
72. What information does the speaker need from the listener?  
(A) The time of a lunch  
(B) The location for a delivery  
(C) The size of an order  
(D) The theme of a banquet
73. When should the listener return the call?  
(A) Later today  
(B) Tomorrow  
(C) Next week  
(D) In one month
- 
74. Why is the listener going overseas?  
(A) To attend a sales conference  
(B) To manage an office  
(C) To meet some clients  
(D) To go on a tour
75. What does the speaker plan to do first?  
(A) Organize a business dinner  
(B) Reserve airline seats  
(C) Purchase some merchandise  
(D) Contact a moving company
76. What does the speaker have to confirm?  
(A) Travel dates  
(B) Account information  
(C) A passport number  
(D) Vaccination requirements
- 
77. What is the main purpose of the event?  
(A) To celebrate successful sales  
(B) To exhibit course projects  
(C) To advertise a clothing store  
(D) To recruit new teachers
78. According to the speaker, what can be found in the leaflet?  
(A) Dates of future shows  
(B) Names of event organizers  
(C) Information about materials  
(D) Instructions for enrollment
79. What is scheduled to happen at the end of the event?  
(A) A celebrity will appear on stage.  
(B) Some creations will be sold at auction.  
(C) A reception will be held in a different room.  
(D) Students will answer questions about their work.
- 
80. What is the purpose of the announcement?  
(A) To review a budget proposal  
(B) To discuss an upcoming merger  
(C) To explain some survey results  
(D) To introduce new staff members
81. What does the woman mean when she says, "And why wouldn't we"?  
(A) She supports a decision.  
(B) She hopes to relocate.  
(C) She wants listeners to share their opinions.  
(D) She feels concerned about a shipment.
82. What does the woman ask listeners to do?  
(A) Attend a training  
(B) Sign some paperwork  
(C) Gather a list of questions  
(D) Review some information online
- 

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83. What does Hamson College specialize in?  
(A) Teacher training  
(B) Industrial design  
(C) Computer programming  
(D) Business management
84. According to the advertisement, what do students like about Hamson College?  
(A) The quality of the instruction  
(B) The flexible scheduling  
(C) The low tuition costs  
(D) The work experience opportunities
85. What will happen on August 17?  
(A) A reading group will meet.  
(B) Students will graduate.  
(C) An information session will be held.  
(D) The registration period will end.
- 
86. Why is the woman calling?  
(A) To express her gratitude  
(B) To ask for a favor  
(C) To discuss an assignment  
(D) To report some good news
87. What does the woman imply when she says, "You have got to tell me where you found the recipe"?  
(A) She wonders if some ingredients are local.  
(B) She would like to make the dish herself.  
(C) She needs a restaurant recommendation.  
(D) She cannot find a recipe in a cookbook.
88. Why is the woman looking forward to Monday?  
(A) She is going to see a play.  
(B) She is taking a friend to lunch.  
(C) Some results will be available.  
(D) A new project will start.
- 
89. According to the speaker, what is happening today?  
(A) An ad campaign is being launched.  
(B) A store is opening a new branch.  
(C) A product is being released in stores.  
(D) A clearance sale is beginning.
90. What does the speaker mean when he says, "From the look of it, you'd think they were giving the phones away"?  
(A) The store's advertising is misleading.  
(B) Some products are no longer in stock.  
(C) There are a lot of customers waiting at the store.  
(D) There are many good bargains at the store.
91. According to the speaker, what feature of the Aria 7D is most attractive?  
(A) Its water resistance  
(B) Its affordable price  
(C) Its colorful patterns  
(D) Its slim design
- 
92. What does the speaker want to focus on this year?  
(A) Increasing staff numbers  
(B) Targeting smaller businesses  
(C) Reducing operating costs  
(D) Attracting new clients
93. What does the speaker request help with?  
(A) Greeting clients  
(B) Collecting payments  
(C) Gathering data  
(D) Locating résumés
94. What will the listeners receive by e-mail?  
(A) A work schedule  
(B) A confirmation number  
(C) A sample report  
(D) An employee roster
-



**ORDER FORM**

Item	Order more?	Quantity to Order
Drafting tables		—
Whiteboards		—
Desk chairs	✓	9
Adjustable lamps		—

95. Who most likely are the listeners?

- (A) Maintenance workers
- (B) Bus drivers
- (C) Tourists
- (D) Park rangers

96. Look at the graphic. Where will the listeners be unable to go today?

- (A) The North Lake
- (B) The Picnic Area
- (C) The Butterfly Garden
- (D) The Visitor Center

97. What does the woman encourage the listeners to do?

- (A) Bring a map
- (B) Check the weather forecast
- (C) Store their belongings
- (D) Use sun protection

98. Look at the graphic. Which department filled out the order form?

- (A) Maintenance
- (B) Accounting
- (C) Human Resources
- (D) Public Relations

99. What does the speaker anticipate may happen?

- (A) A project may not be completed on time.
- (B) Some measurements may be incorrect.
- (C) An order may be too small.
- (D) There may not be enough available items.

100. What is the listener asked to do if she finds an error?

- (A) Contact her manager
- (B) Submit a form
- (C) Make a correction
- (D) Keep a record

This is the end of the Listening test. Turn to Part 5 in your test book.

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