



## 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. What is the conversation mainly about?  
 (A) Promoting a product  
 (B) Preparing for an interview  
 (C) Resolving a complaint  
 (D) Confirming travel plans
33. What does the woman say about Meeting Room A?  
 (A) It was renovated.  
 (B) It has no projector.  
 (C) It is not available.  
 (D) It is too small.
34. What does the man say he will do before Wednesday?  
 (A) Present some recent findings  
 (B) Speak with the maintenance crew  
 (C) Assemble a new project team  
 (D) Distribute a handout
35. What is the problem?  
 (A) A machine is not working.  
 (B) A credit card is damaged.  
 (C) A schedule is incorrect.  
 (D) A roadway is blocked.
36. Where is the conversation most likely taking place?  
 (A) At a bank  
 (B) At a bus stop  
 (C) At a parking garage  
 (D) At a department store
37. What does the woman say she must do?  
 (A) Close a facility early  
 (B) Verify an address  
 (C) Get a supervisor's signature  
 (D) Validate a ticket
38. What does the woman imply when she says, "some of us in the department are going to see it tonight"?  
 (A) She will not be available until tomorrow.  
 (B) She needs the man to do her a favor.  
 (C) The man is invited to join a group.  
 (D) A film was highly recommended.
39. Why is the man working late tonight?  
 (A) He is going on vacation soon.  
 (B) He wants to avoid rush hour traffic.  
 (C) He needs to complete a report.  
 (D) He is installing new software.
40. What does the woman offer to do?  
 (A) Contact some coworkers  
 (B) Locate a seating chart  
 (C) Delay a presentation  
 (D) Join a meeting
41. Where does the woman most likely work?  
 (A) At a flower shop  
 (B) At a bookstore  
 (C) At a catering company  
 (D) At an employment agency
42. What does the woman mean when she says, "Oh, don't thank me"?  
 (A) She does not like praise.  
 (B) Her colleague thanked her already.  
 (C) Someone else did the work.  
 (D) An assignment was not difficult.
43. What will the man most likely do next?  
 (A) Make an appointment  
 (B) Provide a reference  
 (C) Purchase some merchandise  
 (D) Leave a message

32	(A) (B) (C) (D)	38	(A) (B) (C) (D)
33	(A) (B) (C) (D)	39	(A) (B) (C) (D)
34	(A) (B) (C) (D)	40	(A) (B) (C) (D)
35	(A) (B) (C) (D)	41	(A) (B) (C) (D)
36	(A) (B) (C) (D)	42	(A) (B) (C) (D)
37	(A) (B) (C) (D)	43	(A) (B) (C) (D)

GO ON TO THE NEXT PAGE 



44. What problem does the man mention?  
(A) His phone is not working properly.  
(B) He received an incorrect bill.  
(C) He cannot transfer some important data.  
(D) His battery charger is missing.

45. What did the man read online?  
(A) Some phones are available at a discount.  
(B) Service areas have been expanded.  
(C) Used phones can be recycled.  
(D) Repairs are done on-site.

46. What will the woman do next?  
(A) Back up some files  
(B) Confer with a manager about a refund  
(C) Demonstrate advanced phone features  
(D) Describe some warranty plans

- 
47. What is the man concerned about?  
(A) Finding a parking place  
(B) Arriving on time  
(C) Paying an additional fee  
(D) Having enough supplies

48. What did the woman forget to do?  
(A) Arrange a meeting  
(B) Make a reservation  
(C) Notify some colleagues  
(D) Bring some directions

49. What does the man suggest?  
(A) Attending a workshop  
(B) Buying a map  
(C) Asking for assistance  
(D) Calling a conference organizer

50. Who is Mr. Park?  
(A) A bank cashier  
(B) A construction worker  
(C) A journalist  
(D) An architect

51. What problem does Ms. Reed mention?  
(A) An invoice is incomplete.  
(B) An office has closed.  
(C) A document is missing.  
(D) A measurement is incorrect.

52. What does Mr. Park ask Ms. Reed to do?  
(A) Review a recommendation  
(B) Visit an office  
(C) Read a proposal  
(D) Approve a project

- 
53. What is the purpose of the man's telephone call?  
(A) To ask about some lab results  
(B) To sign up for a gym membership  
(C) To register for a bicycle race  
(D) To inquire about a study

54. What does the woman say is required?  
(A) Two hours of weekly exercise  
(B) A medical history  
(C) Payment in cash  
(D) Healthy eating habits

55. What does the woman offer to send the man?  
(A) A consent form  
(B) A bill for services  
(C) A confirmation number  
(D) A schedule of events

44	(A) (B) (C) (D)	50	(A) (B) (C) (D)
45	(A) (B) (C) (D)	51	(A) (B) (C) (D)
46	(A) (B) (C) (D)	52	(A) (B) (C) (D)
47	(A) (B) (C) (D)	53	(A) (B) (C) (D)
48	(A) (B) (C) (D)	54	(A) (B) (C) (D)
49	(A) (B) (C) (D)	55	(A) (B) (C) (D)



56. Why is the woman calling the man?  
 (A) To order some gifts  
 (B) To find a new apartment  
 (C) To borrow some tools  
 (D) To share some news
57. What does the woman say she has done recently?  
 (A) Worked on her garden  
 (B) Joined a community group  
 (C) Started a business  
 (D) Redecorated a room
58. Why does the man say, "How's your afternoon"?  
 (A) To ask whether the woman is enjoying herself  
 (B) To request help completing a project  
 (C) To explain a vacation policy  
 (D) To suggest a meeting time

62. What is scheduled for Tuesday?  
 (A) A tour of the facilities  
 (B) A luncheon with retirees  
 (C) A safety inspection  
 (D) An equipment purchase
63. Why does the man suggest another day?  
 (A) So that a complete process can be observed  
 (B) So that there are enough workers available  
 (C) So that production is not disrupted  
 (D) So that a deadline can be met
64. What will the woman probably do next?  
 (A) Apply for an extended warranty  
 (B) Ask about changing some plans  
 (C) Pick up some clients  
 (D) Watch a training video

59. What has the man recently done?  
 (A) Developed a new product  
 (B) Written a training manual  
 (C) Given a presentation to new employees  
 (D) Transferred to an international branch
60. What positive feedback does the woman mention?  
 (A) Sales goals were exceeded.  
 (B) Explanations were clear.  
 (C) Production increased.  
 (D) Customer service improved.
61. What change does the woman recommend?  
 (A) Allowing more time for questions  
 (B) Beginning a process earlier  
 (C) Reserving a larger room  
 (D) Revising a company policy

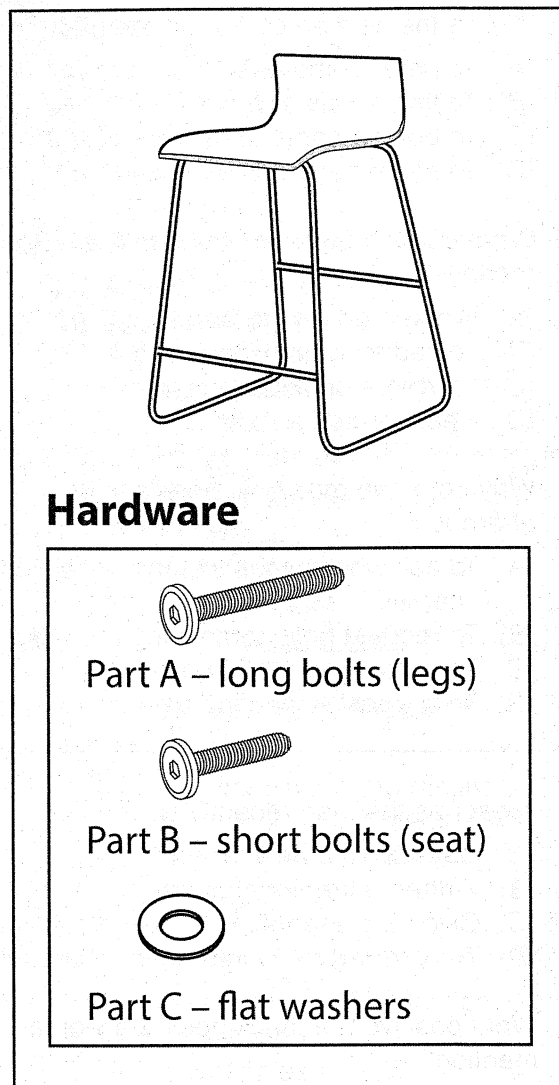
56	(A)	(B)	(C)	(D)
57	(A)	(B)	(C)	(D)
58	(A)	(B)	(C)	(D)
59	(A)	(B)	(C)	(D)
60	(A)	(B)	(C)	(D)
61	(A)	(B)	(C)	(D)
62	(A)	(B)	(C)	(D)
63	(A)	(B)	(C)	(D)
64	(A)	(B)	(C)	(D)



Article	Deadline
"Exploring Sicily"	March 24
"Cheeses of Switzerland"	March 24
"Budget Tours"	April 29
"Paris by Bicycle"	May 5

65. What does the man ask the woman to do?  
 (A) Renew a contract  
 (B) Schedule an interview  
 (C) Increase the length of an article  
 (D) Correct a mistake in a document
66. Look at the graphic. Which article's deadline will be changed?  
 (A) "Exploring Sicily"  
 (B) "Cheeses of Switzerland"  
 (C) "Budget Tours"  
 (D) "Paris by Bicycle"
67. What does the woman say she will send the man?  
 (A) An itinerary  
 (B) An expense report  
 (C) Notes from a meeting  
 (D) Ideas for future articles

65	A	B	C	D
66	A	B	C	D
67	A	B	C	D
68	A	B	C	D
69	A	B	C	D
70	A	B	C	D



68. Where does the man most likely work?  
 (A) At a trade school  
 (B) At a shipping company  
 (C) At a store  
 (D) At a factory
69. Look at the graphic. What is the woman missing?  
 (A) Part A  
 (B) Part B  
 (C) Part C  
 (D) Assembly instructions
70. What does the man offer to do?  
 (A) Cancel an order  
 (B) Hire a technician  
 (C) Provide a refund  
 (D) Arrange a delivery

Questions 32 through 34 refer to the following conversation.

- W Hi Tom. Are you still planning to join us when <sup>1</sup>we interview Pim Juntasa on Wednesday? She seems like a really promising candidate.
- M Yes, you can count on me. I'll be there at two P.M. The usual place, right? Meeting Room A?
- W No. Actually, <sup>2</sup>someone's already booked Meeting Room A. So, instead, we'll be in the small meeting room on the first floor.
- M Good to know, thanks. Oh, and I've revised the interview questions. <sup>3</sup>I'll pass out photocopies of them to everyone before Wednesday.

Questions 38 through 40 refer to the following conversation.

- W Steve, <sup>1</sup>you mentioned you wanted to see that new Janet Carmen film.
- M Mhm.
- W Well, some of us in the department are going to see it tonight.
- M That sounds great, but <sup>2</sup>I probably won't leave work until around seven. What time are you going?
- W We were planning on going at six thirty. Sure you can't come to that?
- M Yeah... <sup>3</sup>I haven't finished this month's sales report yet. Are there any later showings?
- W Well, there is another one at nine o'clock, but I don't know if the others want to go that late. <sup>4</sup>I'll talk to them and let you know.

Questions 44 through 46 refer to the following conversation.

- M Excuse me. <sup>1</sup>My mobile phone's been very slow and sometimes loses calls, so I'm interested in a new one.
- W I'd be happy to help you find a new phone. Have you seen the latest smartphones we have on display? We have a few models at excellent prices.
- M I saw those, but <sup>2</sup>I read on your company Web site that you have some phones for sale at half price.
- W We do have several select phones available at half price. However, they're very basic phones. <sup>3</sup>Smartphones like these, on the other hand, have features like Web browsing and road navigation that you wouldn't get from a basic mobile phone. Here, <sup>4</sup>let me show you how they work.

Questions 35 through 37 refer to the following conversation.

- M Excuse me. <sup>1</sup>I tried to pay for parking at the machine, but it doesn't seem to be working. It won't accept cash or my credit card.
- W Oh, I'm sorry. <sup>2</sup>The machine is currently out of order. There was supposed to be a sign posted about that. But you can pay me here at the booth.
- M OK, <sup>3</sup>I entered the parking garage forty-five minutes ago, so how much do I owe?
- W If you've been here under an hour, parking is free, but <sup>4</sup>I still need to validate your parking ticket so you can exit.

Questions 41 through 43 refer to the following conversation.

- M Hi, I'm with Spellman Technologies, and <sup>1</sup>I'm calling to thank you and your company for the great job you did catering for our business luncheon last week.
- W Oh, don't thank me. <sup>2</sup>Your event was planned by my colleague, Nadia. I'm sure she'll be happy to hear that you were pleased.
- M <sup>3</sup>If Nadia's in the office, I'd like to tell her myself.
- W Actually, <sup>4</sup>she's out today. But I can put you through to her voice mail so that you can leave her a message.





Questions 47 through 49 refer to the following conversation.

- M Are you sure you're going the right way to the conference center? It's taking longer than I expected, and <sup>1</sup>I'm worried we're not going to get there on time.
- W I thought this was the right way, but now I'm not sure. I did have driving directions that came with the conference materials—<sup>2</sup>too bad I forgot to bring them with me.
- M I say <sup>3</sup>we'd better stop and find somebody who can help us out. I see a store up ahead. Maybe someone there can tell us which way to go.





Questions 50 through 52 refer to the following conversation with three speakers.

- W Hello, <sup>1</sup>may I speak to Min-Jae Park? It's about the renovations to Comet Bank. <sup>2</sup>He's the architect, right?
- W Yes. But may I ask who's calling?
- W <sup>3</sup>This is Sheryl Reed, the project manager for the Comet Bank renovations. <sup>4</sup>I'm missing the drawings with the measurements for the main entrance, and I'm ordering the doors today.
- W OK, I'll put you through to Mr. Park. Please hold.
- W Thanks.
- M Hello? Ms. Reed?
- W Hello, Mr. Park. Could you possibly get me another blueprint? <sup>5</sup>I can't find the drawings for the front entrance.
- M Certainly, Ms. Reed. It'll take some time to print the plan, though. <sup>6</sup>If you come by my office around three o'clock, I'll have it ready for you by then.







Questions 53 through 55 refer to the following conversation.

-  M Hello. I saw a flyer about your research project on diet and nutrition. <sup>1</sup>Are you still looking for participants for that study?
-  W Yes, we still need about ten more participants. But in order to take part in the study, <sup>2</sup>you'll have to run, swim, or cycle for at least two hours each week. Is that OK?
-  M Yes, but I don't have time to participate during the day because I work until six P.M. Is that a problem?
-  W No, that'd be fine. There are only a few appointments we'd need to schedule. <sup>3</sup>Why don't I e-mail you a copy of the consent form? It has a description of the study.





Questions 59 through 61 refer to the following conversation.

-  M Hello, Amanda. <sup>1</sup>Do you have a few minutes to discuss the feedback I received on the training seminar I presented to the new engineers last week?
-  W Sure! I heard that the comments were generally very positive. <sup>2</sup>The new hires said your explanations were very clear.
-  M Yes. However, they did mention that it was a lot of information to absorb in a short time. I was thinking that the next time I do this, I'd give them a break halfway through the seminar. What do you think?
-  W That's a good idea. And maybe <sup>3</sup>you could also set aside a half hour at the end so you'll have more time to answer all of the trainees' questions.




Questions 65 through 67 refer to the following conversation and chart.

-  M Hi Lydia, this is Oliver, your editor at *European Travels Magazine*. Is now a good time to chat?
-  W Sure, I have a minute.
-  M Great. <sup>1</sup>Would you be able to increase the word count for your "Exploring Sicily" article to 2,000 words?
-  W OK, there's plenty to cover on the topic. <sup>2</sup>But I have another article due that same day.
-  M Aha, I see that on your assignment chart. <sup>3</sup>Let's extend the deadline for your other assignment by a week—that way you can focus on Sicily.
-  W Thanks—I appreciate it. By the way, I've been compiling <sup>4</sup>some ideas for pieces to write this summer. <sup>5</sup>I'll send them to you later today for feedback.







Questions 56 through 58 refer to the following conversation.

-  W Hi, Peter, this is Tanya Bryant. You helped me find an apartment last year. <sup>1</sup>I was wondering if your agency could help me find a new one in the same neighborhood.
-  M Oh—hi, Tanya. I'd be happy to help. You're currently in the Mount Eldon area, aren't you?
-  W Yes, and I really like it. But <sup>2</sup>I've recently set up my own business, designing jewelry and selling it online, so <sup>3</sup>I'd like to find a two-bedroom apartment. I need to have another room to use as an office.
-  M <sup>4</sup>I have several apartments I could show you. How's your afternoon?

Questions 62 through 64 refer to the following conversation.

-  W We've chosen an advertising firm to promote the new Colossus Tractor we're making. Several of the firm's representatives will be visiting next week, and <sup>1</sup>I've planned for you to give them a tour of the assembly line on Tuesday. Is that OK?
-  M Well, <sup>2</sup>I'm having some of our production equipment serviced right now, so they wouldn't be able to see the assembly line in full operation. The next day, Wednesday would be better for the tour.
-  W OK. The advertising reps are planning to leave Wednesday evening, but I think we should be able to squeeze in a tour during the morning. <sup>3</sup>I'll give them a call right now to make sure this time change is OK.

Questions 68 through 70 refer to the following conversation and graphic.

-  M <sup>1</sup>Customer service, Mark speaking. How can I help you?
-  W Hi, Mark. <sup>2</sup>I bought a chair from your store, and I was about to assemble it, but I don't think I have all of the parts I need.
-  M Oh, I'm sorry to hear that. Do you know what you're missing?
-  W Well, <sup>3</sup>I have all the long bolts for the legs but none of the other bolts for the seat.
-  M OK, <sup>4</sup>I have some replacement parts here at the store, and <sup>5</sup>I can have the delivery driver drop them off at your house this afternoon. How does that sound?
-  W That'd be great, thanks!