

PASS THE TOEIC® TEST

MILES CRAVEN

Introductory Course

**Audioscript
and Answer Key**

Audioscript

PART 1 – Photographs

Try It Out p3 Track 1

1. [F-Br]
(A) She's taking something to a customer.
(B) She's standing at the reception desk.
(C) She's about to send a fax.
(D) She's talking on the phone.
2. [M-Au]
(A) The women are in an exercise class.
(B) The instructor is sitting on a stair.
(C) They're waving at the window.
(D) The curtains are closed.
3. [F-Am]
(A) He's examining a card in the garage.
(B) He's trying to repair the car door.
(C) He's driving the car into the repair shop.
(D) He's fixing a tire on the car.
4. [M-Br]
(A) The tourists are swimming in the lake.
(B) There's a boat on the water.
(C) It's a very large snake.
(D) There are some trees under the water.
5. [F-Au]
(A) The driver's door is open.
(B) The trunk is unlocked.
(C) The man is standing in the truck.
(D) The man is getting out of the truck.
6. [M-Cn]
(A) She's closing the store.
(B) She's cleaning the window.
(C) She's sweeping the floor.
(D) She's looking at the door.

Improve Your Performance

Similar-sounding Words p12

Exercise A Track 2 [F-Am]

1. large, 2. hire, 3. rest, 4. bag, 5. wait, 6. frame, 7. choose,
8. nose, 9. sock, 10. waiter

Exercise B Track 3 [M-Au]

1. The man is sitting at home.
2. He's sailing a boat.
3. They're walking together.
4. She's setting the table.
5. There's a hat on the chair.
6. The woman is waiting for a train.

Exercise C Track 4 [F-Cn]

1. The woman is holding a copy.
2. She has long dark hair.
3. She's feeding a cook.
4. There's a small round cable in front of her.
5. She's dressed in black.
6. She's testing the magazine on her knee.

Mini Test – Similar-sounding Words p13 Track 5

1. [M-Am]
(A) The woman has a black cat.
(B) They're leaving the park.
(C) The weather is cold, but it's sunny.
(D) The dog and its owner are in the dark.

2. [F-Br]
(A) She's looking at the sink.
(B) She's using the copy machine.
(C) She's making a drink.
(D) She's folding a paper cup.
3. [M-Au]
(A) The man is making a complaint.
(B) The room is being painted.
(C) Two shelves are on the light.
(D) The leader is in the middle of the room.

Incorrect Key Words p14

Exercise A Track 6 [F-Am]

1. The woman has long dark hair.
2. She's wearing pants.
3. The floor is very clean.
4. The woman is standing near an elevator.
5. Some recycling bins are in front of the woman.
6. She's wearing a skirt and jacket.

Exercise B Track 7 [M-Cn]

1. The man is sitting in an office.
2. There's a cup on the table.
3. He's wearing a shirt.
4. The spoon is under the saucer.
5. He's speaking on his phone.
6. He is alone.

Mini Test – Incorrect Key Words p15 Track 8

1. [F-Au]
(A) It's dark outside.
(B) Two people are sitting on the floor.
(C) There are some large sofas in the room.
(D) The windows are half-closed.
2. [F-Cn]
(A) Someone is riding a scooter.
(B) The scooter is lying on the road.
(C) An L sign is on the back of the scooter.
(D) There's a chain around the front wheel.
3. [M-Am]
(A) She's using a computer.
(B) She's holding a piece of paper.
(C) She's opening a document.
(D) She's wearing a long jacket.

Incorrect Interpretations p16

False Accounts Track 9 [M-Br]

1. He's leaning against the wall.
2. He's about to drink water from the water fountain.
3. He's wearing a pair of glasses.
4. He's looking at the notices on the board.
5. He's getting a drink from a vending machine.
6. He's holding a glass of water.

Unsupported Assumptions Track 10 [F-Am]

1. They're about to catch a plane.
2. There are three suitcases on the baggage cart.
3. The suitcases are very heavy.
4. The man is pushing the baggage cart.
5. They've just come back from vacation.
6. The boy is sitting on the baggage cart.

Mini Test – Incorrect Interpretations p17 Track 11

1. [M-Am]
(A) She's listening to music.
(B) She's writing on a piece of paper.
(C) She's typing at a desk.
(D) She's going to sit down.

2. [F-Br]
 (A) He's asking for help.
 (B) He's taking the box away.
 (C) He's sitting on a cart.
 (D) He's lifting a large box.

3. [M-Au]
 (A) A tennis match is about to start.
 (B) The tennis courts are closed.
 (C) The ground is very wet.
 (D) They're building some tennis courts.

5. [M-Au]
 (A) They're waiting for a bus to arrive.
 (B) They're standing in the rain.
 (C) They're getting on a bus.
 (D) They're boarding a train.

6. [F-Am]
 (A) He's preparing food in a kitchen.
 (B) He's putting the food in the oven.
 (C) He's pouring the water into the sink.
 (D) He's walking to the kitchen.

7. [M-Cn]
 (A) The cars are for sale outside.
 (B) The drivers are getting out of the cars.
 (C) The cars are stuck in a traffic jam.
 (D) The cars are parked in a row.

8. [F-Au]
 (A) He's waiting in a gym.
 (B) He's exercising on his own.
 (C) He's trying to get up.
 (D) He's training for a competition.

9. [M-Cn]
 (A) They're going to catch a plane.
 (B) There's a notice in the way.
 (C) They're going into the elevator.
 (D) The educator is walking inside.

10. [F-Cn]
 (A) The pillows are on the floor.
 (B) The woman is making the bed.
 (C) There's a picture above the bed.
 (D) Someone's sleeping in the bed.

Steps to Success p18

Practice 1 Track 12 [F-Am]

(A) They're playing a game indoors.
 (B) They're sitting in a coffee shop.
 (C) They're having a meeting.
 (D) They're discussing the seating arrangements.

Practice 2 Track 13 [M-Cn]

(A) Both women are wearing glasses.
 (B) The customer is making a purchase.
 (C) There's a lock on the wall.
 (D) The women are looking at a book.

Practice 3 Track 14 [F-Au]

(A) He's sitting in a restaurant.
 (B) He's ordering a meal.
 (C) He's holding his glasses.
 (D) He's drinking tea.

Practice 4 Track 15 [M-Am]

(A) The tennis players are having a competition.
 (B) A man is hiding a tennis ball.
 (C) The people are picking up the balls.
 (D) They're playing tennis indoors.

Practice 5 Track 16 [F-Cn]

(A) The woman is washing her hair.
 (B) The customer is having her hair dried.
 (C) They're watching television.
 (D) There's a poster on the mirror.

Review Test p25 Track 17

1. [M-Am]
 (A) He's filling the car with gas.
 (B) He's loading the truck.
 (C) He's putting something in the trunk.
 (D) He's going to change the tire.

2. [F-Br]
 (A) There's some fruit on a plate.
 (B) The food is on the floor.
 (C) People are sitting on the sofa.
 (D) There's a saucepan on the table.

3. [M-Am]
 (A) The man is standing on a chair.
 (B) The man is fixing the lights.
 (C) The people are sitting outside.
 (D) The chairs are facing the poster.

4. [F-Br]
 (A) She's sitting on the counter.
 (B) She's working at a computer.
 (C) She's looking at the picture on the wall.
 (D) She's talking on the phone.

PART 2 – Question-Response

Try It Out p31 Track 18

1. [M-Br] What are you doing in the morning?
 [F-Cn] (A) Yes, it's a lovely morning.
 (B) I have a meeting at ten.
 (C) I think that's a good idea.

2. [F-Am] I need more time to finish this work.
 [M-Au] (A) When did you finish?
 (B) I like to work, too.
 (C) You can have two more days.

3. [M-Cn] Where are you going?
 [F-Am] (A) To see the General Manager.
 (B) I'm going there as well.
 (C) Yes, I think so.

4. [F-Au] Do you know when the new printer will arrive?
 [M-Am] (A) I think it's blue.
 (B) No, this printer is OK.
 (C) It should be any day now.

5. [M-Cn] When did you get back from New York?
 [F-Br] (A) My back hurts, too.
 (B) At midnight last night.
 (C) I'm coming back for the trade show.

6. [F-Am] Would you like to sit down?
 [M-Br] (A) I like this town a lot.
 (B) That's very kind of you.
 (C) Because I'm not tired.

7. [M-Au] How much is a return ticket?
 [F-Am] (A) Twenty five dollars.
 (B) Yes, thank you very much.
 (C) I'll return it soon.

8. [F-Cn] I haven't seen you in the office recently.
 [M-Am] (A) It'll be ready soon.
 (B) He's here somewhere.
 (C) I've been sick.

9. [M-Am] How often do you visit our London branch?
 [F-Am] (A) Around once a month.
 (B) It's a great place to visit.
 (C) I'd love to, thank you.

10. [F-Br] Who just called you?
 [M-Cn] (A) Yes, it is cold.
 (B) I answered the phone.
 (C) That was my boss.

11. [M-Cn] Are you going to buy another computer?
 [F-Cn] (A) I spoke to the producer.
 (B) I might get one tomorrow.
 (C) It belongs to my brother.

12. [F-Au] Whose suitcase is that?
 [M-Br] (A) It's not my hat.
 (B) I need a new shoelace.
 (C) It could be Peter's.

13. [M-Cn] Aren't you feeling tired?
 [F-Am] (A) No, it's healing OK.
 (B) A little, yes.
 (C) I agree completely.

14. [F-Au] Do you want to stay here or should we leave now?
 [M-Am] (A) I'd like to go.
 (B) Yes, I paid already.
 (C) I think it's on New Year's Eve.

15. [M-Cn] Why did you work late last night?
 [F-Br] (A) We need to wait.
 (B) You're quite right.
 (C) I had to finish a report.

16. [F-Am] Which bus should I take to the train station?
 [M-Cn] (A) Thank you for the donation.
 (B) The number five goes straight there.
 (C) I'm in a rush, too.

17. [M-Am] Nicole wasn't at the opening meeting, was she?
 [F-Am] (A) No, it's not open.
 (B) The seating was perfect.
 (C) I didn't see her there.

18. [M-Br] Didn't Gary ask you to the party?
 [F-Au] (A) He did the final task.
 (B) It was only partly true.
 (C) Yes, but I didn't want to go.

Improve Your Performance

Questions with *What*

Exercise C p34 Track 19

1. [M-Am] What was the company's headquarters like?
 [F-Cn] (A) I went there on my own.
 (B) It was bigger than I thought.
 (C) Yes, it's their main office.

2. [F-Au] What's the matter with Sanjay?
 [M-Cn] (A) He has a headache.
 (B) He made it yesterday.
 (C) Yes, he did.

3. [M-Am] What drink do you want?
 [F-Br] (A) Is that what you think?
 (B) A coffee would be great.
 (C) No, I won't.

4. [F-Am] What will you do with your old laptop?
 [M-Br] (A) I'll try to sell it.
 (B) It's not that fair.
 (C) Yes, I think I will.

5. [M-Au] What would you like to discuss?
 [F-Am] (A) I went to the talk on retirement.
 (B) Yes, I'd like that very much.
 (C) Last month's sales figures.

6. [F-Cn] What did you put in that desk?
 [M-Am] (A) I can't find it anywhere.
 (B) A couple of folders.
 (C) The desk is ideal, thank you.

Mini Test – Questions with *What* p34 Track 20

1. [M-Cn] What time do you have lunch?
 [F-Au] (A) That's a good idea.
 (B) Sorry, I don't have the time.
 (C) Around one, usually.

2. [F-Br] What did the clients think of your presentation?
 [M-Au] (A) They loved it.
 (B) It's a wonderful gift.
 (C) Yes, they did.

3. [M-Br] What are you watching on TV?
 [F-Am] (A) It's a new watch.
 (B) An old movie.
 (C) Is that the tree?

4. [F-Am] What do you want to eat?
 [M-Cn] (A) A window seat would be fine.
 (B) We should meet soon.
 (C) Just a salad.

5. [M-Am] What's the plan for today?
 [F-Cn] (A) I'm not sure.
 (B) The plane will be late.
 (C) No, I'd like to pay.

6. [F-Au] What happened to your car?
 [M-Am] (A) Yes, it's my car.
 (B) I had an accident.
 (C) It's not very far.

7. [M-Cn] What will the transportation cost?
 [F-Br] (A) It's on the coast.
 (B) No, it's not lost.
 (C) It won't be cheap.

8. [F-Am] What does the Director think?
 [M-Br] (A) I asked for a drink.
 (B) She didn't say.
 (C) I think so.

Questions with *When* or *Where*

Exercise C p35 Track 21

1. [M-Am] Where is my black pen?
[F-Am] (A) Thank you very much.
(B) No, this one's blue.
(C) It's in your bag.
2. [F-Au] When will you call?
[M-Br] (A) Sorry, I went to City Hall.
(B) This evening, around five.
(C) Yes, I'm sure I will.
3. [M-Am] Where will the interview take place?
[F-Cn] (A) At the main office.
(B) It's my first interview.
(C) Yes, that's the place.
4. [F-Br] When does the demonstration begin?
[M-Am] (A) It's a good presentation.
(B) Right after lunch.
(C) I don't think we have time.
5. [M-Br] When can you hand in the report?
[F-Au] (A) You'll have it on Monday.
(B) Sorry it's rather short.
(C) I can handle it.
6. [F-Am] Where did you get your suit?
[M-Cn] (A) No, there's no dispute.
(B) Actually, I can't remember.
(C) It cost around \$200.

Mini Test – Questions with *When* or *Where* p35 Track 22

1. [M-Au] Where can I get a taxi?
[F-Am] (A) Sure, go ahead.
(B) Try outside of the hotel.
(C) The taxi is very expensive.
2. [F-Cn] When does the movie start?
[M-Am] (A) Yes, I like art.
(B) No, we're not moving.
(C) I think it's at eight.
3. [M-Am] Where was this machine made?
[F-Cn] (A) In Germany, I guess.
(B) Over a year ago.
(C) I don't know who paid.
4. [F-Am] When are they going to place the order?
[M-Au] (A) First thing tomorrow morning.
(B) I don't like taking orders.
(C) They didn't break it.
5. [M-Cn] Where did you go after work last night?
[F-Au] (A) I'm afraid of heights.
(B) I went straight home.
(C) No, I stopped work at five.
6. [F-Am] When was the company founded?
[M-Am] (A) Not for a long time.
(B) No, I couldn't find it.
(C) In 2008, by my father.
7. [M-Br] When did you make the booking?
[F-Am] (A) As soon as you asked me.
(B) I'm not looking any more.
(C) I just read that book.

8. [F-Br] Where will we stay during the conference?

[M-Cn] (A) I don't know the way.
(B) At a nearby hotel.
(C) We'll be there for three days.

Questions with *Who*, *Whose*, *Why*, or *Which*

Exercise C p36 Track 23

1. [M-Au] Which way is Gate 34, please?
[F-Am] (A) Turn left and go straight.
(B) Yes, that's what they say.
(C) It's on its way.
2. [F-Cn] Why don't we leave early tonight?
[M-Br] (A) That sounds right.
(B) No, I don't want to be late.
(C) We can't until we finish this work.
3. [M-Am] Who forgot to sign these letters?
[F-Br] (A) The signs are good.
(B) I guess that was me.
(C) I don't wear sweaters.
4. [F-Au] Whose idea was it to expand the business?
[M-Am] (A) There was only room to stand.
(B) The Managing Director was responsible.
(C) That would be ideal.
5. [M-Br] Who has the key to the closet?
[F-Am] (A) We don't have it in stock.
(B) Stacey has it in her desk.
(C) I have the deposit here.
6. [F-Br] Why didn't Richard stay in London?
[M-Am] (A) He missed his family in New York.
(B) He wanted to say so right away.
(C) In order to work from home.

Mini Test – Questions with *Who*, *Whose*, *Why*, or *Which* p36 Track 24

1. [M-Cn] Who works in that office?
[F-Au] (A) It's a short walk.
(B) That's Susan's office.
(C) Yes, I do.
2. [F-Am] Why weren't you at your desk this morning?
[M-Au] (A) I went to see a client.
(B) That's my desk.
(C) I had no warning.
3. [M-Am] Which movie did you see?
[F-Am] (A) It was at eight o'clock.
(B) I liked it a lot.
(C) I can't remember the name.
4. [F-Am] Whose instruction manual is this?
[M-Br] (A) I read the annual report.
(B) It's Janet's, I think.
(C) They got a tax deduction.
5. [M-Au] Why won't the coffee machine work?
[F-Cn] (A) It needs more water.
(B) Not for me, thanks.
(C) I made the copies already.
6. [F-Au] Who left the window open?
[M-Cn] (A) We don't close until five.
(B) I think Chris forgot to close it.
(C) I closed it last night.

7. [M-Am] Which pen is yours?
 [F-Br] (A) Now and then, yes.
 (B) That's right, it is.
 (C) The blue one.

8. [F-Cn] Who's doing the health and safety training?
 [M-Am] (A) Jason and Fiona are.
 (B) She's always complaining.
 (C) It's not very safe.

Questions with *How*

Exercise C p37 Track 25

1. [M-Br] How old is Tim's car?
 [F-Am] (A) It's not so far.
 (B) It's brand new, I think.
 (C) I don't feel cold.

2. [F-Am] How can I help you?
 [M-Cn] (A) Yes, you can.
 (B) I'd like a catalogue, please.
 (C) It's about ten minutes away.

3. [M-Cn] How many ink cartridges do you need?
 [F-Au] (A) Just one is fine.
 (B) I can read very well.
 (C) I think there's a blockage.

4. [F-Br] How much time will it take?
 [M-Am] (A) Oh, I'd love a steak.
 (B) It's seven o'clock.
 (C) No more than three days.

5. [M-Au] How did you hear about the job?
 [F-Am] (A) My hearing is fine.
 (B) I saw an ad in the paper.
 (C) I'm not afraid of hard work.

6. [F-Cn] How do we get to the South Exit from here?
 [M-Au] (A) That subway train will take you straight there.
 (B) The data just doesn't exist.
 (C) Yes, you can get one here.

Mini Test – Questions with *How* p37 Track 26

1. [M-Cn] How long will the meeting last?
 [F-Am] (A) Yes, this is the last one.
 (B) It should finish by three.
 (C) It was a long discussion.

2. [F-Au] How many people came to the party?
 [M-Am] (A) Almost everyone I invited.
 (B) It was a great party.
 (C) There were many people to blame.

3. [M-Am] How about a cup of coffee?
 [F-Cn] (A) I'm not sure how.
 (B) Actually, I'd prefer green tea.
 (C) Sorry, I'll clean up right away.

4. [F-Am] How was the presentation?
 [M-Br] (A) It was a lovely present.
 (B) I think it was interesting.
 (C) About two hours including questions.

5. [M-Au] How can I contact you while you're away?
 [F-Cn] (A) Send me an e-mail.
 (B) Yes, I'll be gone for a week.
 (C) The contract is already signed.

6. [F-Am] How often do you run training courses?
 [M-Cn] (A) The training is very hard.
 (B) Around once a month.
 (C) Yes, of course we do.

7. [M-Am] How did they solve the problem?
 [F-Au] (A) It didn't involve me.
 (B) I'm not sure what they did.
 (C) Yes, they succeeded in the end.

8. [F-Br] How do you know Brian?
 [M-Au] (A) He's still sick, I'm afraid.
 (B) Yes, very well indeed.
 (C) We work together.

Yes/No Questions

Exercise C p39 Track 27

1. [M-Am] Will the flight be on time?
 [F-Am] (A) Yes, I hope so.
 (B) No, it's too tight.
 (C) It's a quarter after four.

2. [F-Am] Have you booked a room yet?
 [M-Br] (A) Yes, let's do that.
 (B) I'll do it tomorrow.
 (C) I looked last night.

3. [M-Cn] Do you want something to eat?
 [F-Br] (A) I'm not hungry right now.
 (B) Yes, let's meet.
 (C) This is a good sandwich.

4. [F-Au] Would you like to use the bathroom?
 [M-Am] (A) Is this your classroom?
 (B) I heard the news.
 (C) No thanks. I'm fine.

5. [M-Am] May I take your coat?
 [F-Am] (A) That's very kind of you.
 (B) It's not what I wrote.
 (C) No, my throat is very sore.

6. [F-Am] Can you book a table for five?
 [M-Am] (A) They weren't able to.
 (B) Sure. No problem.
 (C) Yes, you can book one right now.

Mini Test – Yes/No Questions p39 Track 28

1. [M-Cn] Are you going to see the doctor?
 [F-Am] (A) Sorry you're not feeling well.
 (B) Yes, I'll pay the fee soon.
 (C) My appointment is at four.

2. [F-Br] Did you come by car?
 [M-Au] (A) I took the train.
 (B) It's not so far.
 (C) I'd love to come.

3. [M-Am] Do you have Simon's phone number?
 [F-Cn] (A) I wrote it down somewhere.
 (B) I wish I'd known.
 (C) He works in Personnel.

4. [F-Am] Is your company very big?
 [M-Br] (A) We have branches all over the world.
 (B) It takes around an hour.
 (C) The head office is in New York.

5. [M-Am] Can you take a message?
 [F-Au] (A) I'd love a massage.
 (B) Yes, there's one from Charles.
 (C) I'll get a pen.

6. [F-Cn] Has she worked here long?
 [M-Am] (A) No, she was wrong.
 (B) It took an hour.
 (C) Over ten years, I think.

7. [M-Br] Could you close the door, please?
 [F-Am] (A) It closes at six.
 (B) No, I don't like cheese.
 (C) Sure. I'll do it right away.

8. [F-Au] Were you waiting for me?
 [M-Am] (A) The waiter's over there.
 (B) I've been here half an hour.
 (C) Yes, let's wait here.

Choice Questions

Exercise C p40 Track 29

1. [M-Au] Can we pay by check or do you prefer cash?
 [F-Br] (A) Cash if possible, thank you.
 (B) It's better to check.
 (C) Yes, that would be fine.
2. [F-Am] Is the contract in the blue file or the red one?
 [M-Cn] (A) As a matter of fact, they are.
 (B) Yes, I read them both.
 (C) It's in the blue one.
3. [M-Am] Would you like to stay in or eat out?
 [F-Am] (A) Are you sure we can afford it?
 (B) Yes, I'd like that.
 (C) Let's go to a restaurant.
4. [F-Au] Do you want a room with a bath or one with a shower?
 [M-Am] (A) I'd prefer a bath, thank you.
 (B) The flowers are nice.
 (C) That sounds wonderful.
5. [M-Cn] Will you make the reservation or should I?
 [F-Am] (A) I have reservations, too.
 (B) Can you do it?
 (C) It's easy to make.
6. [F-Br] Has Brad gone to Washington or New York?
 [M-Am] (A) Either, I think.
 (B) I'm not sure.
 (C) Yes, he has.

**8. [F-Am] Should we print this in black and white or color?
 [M-Cn] (A) The printer is too old.
 (B) It's very colorful.
 (C) Let's ask Susan what she thinks.**

Tag Questions

Exercise C p41 Track 31

1. [M-Am] You haven't bought another printer, have you?
 [F-Am] (A) Yes, I got this last week.
 (B) That's what I thought.
 (C) I'll print it again for you.
2. [F-Cn] The product launch was a great success, wasn't it?
 [M-Br] (A) Thanks for the request.
 (B) We had a great lunch.
 (C) It certainly was.
3. [M-Au] Train fares didn't go up again last week, did they?
 [F-Cn] (A) Unfortunately, they did.
 (B) That's not fair.
 (C) Yes, you can go by train.
4. [F-Am] You'll finish this work today, won't you?
 [M-Am] (A) Yes, there were.
 (B) I hope I can get it all done.
 (C) The clerk will be ready.
5. [M-Br] Jim is a good worker, isn't he?
 [F-Au] (A) He supports the merger.
 (B) He can't walk so well.
 (C) He sure is.
6. [F-Am] You won't tell the boss I was late, will you?
 [M-Au] (A) Not this time.
 (B) The boss has arrived now.
 (C) I hope to sell it later.

Mini Test – Choice Questions p40 Track 30

1. [M-Br] Would you like milk or sugar in your coffee?
 [F-Au] (A) Both, thank you.
 (B) Yes, I'd like that.
 (C) No, not at all.
2. [F-Am] Is Vernon going with you to the meeting or is Ashley?
 [M-Cn] (A) Yes, I'm meeting Vernon.
 (B) No, he's not.
 (C) I'm going alone.
3. [M-Au] Will you be away for one week or two?
 [F-Cn] (A) Yes, we will.
 (B) Two of us are going.
 (C) I'll be there for seven days.

Mini Test – Tag Questions p41 Track 32

1. [M-Cn] The Personnel Manager's on vacation, isn't he?
 [F-Am] (A) Yes, he'll be back next Monday.
 (B) He said he had a great time.
 (C) Is he at the station already?
2. [F-Br] You've seen the new company brochures, haven't you?
 [M-Am] (A) Yes, they're really good.
 (B) I didn't know that.
 (C) I'm a little unsure.

3. [M-Cn] You don't want to get a new phone, do you?
 [F-Au] (A) No, my home is very comfortable.
 (B) Well, this one's a little old.
 (C) I didn't think you would.

4. [F-Am] You and Elizabeth work in the same department, don't you?
 [M-Br] (A) I usually walk there.
 (B) It's a very small compartment.
 (C) Yes, we're in Manufacturing.

5. [M-Am] You haven't seen my watch anywhere, have you?
 [F-Cn] (A) Is it new?
 (B) I'm afraid not.
 (C) Anywhere is fine

6. [F-Br] They offered you the job, didn't they?
 [M-Am] (A) Yes, they all have jobs.
 (B) I'm still waiting.
 (C) That's a very kind offer.

7. [M-Au] Kenny's from England, isn't he?
 [F-Am] (A) I think he is.
 (B) He'll be back next week.
 (C) Yes, I'd like a refund.

8. [F-Au] You wrote that ad in the paper, didn't you?
 [M-Cn] (A) There's no more paper.
 (B) Yes, that was me.
 (C) I didn't get your note.

Negative Questions

Exercise C p42 Track 33

1. [M-Am] Doesn't the scanner work anymore?
 [F-Br] (A) I scanned the documents yesterday.
 (B) No, it broke last week.
 (C) There are no more scans.

2. [F-Cn] Weren't you going to meet Jen this afternoon?
 [M-Am] (A) She called and canceled.
 (B) There's a good view of the moon.
 (C) She's sitting in the conference room.

3. [M-Cn] Hasn't the accountant finished yet?
 [F-Am] (A) The announcement was made.
 (B) He's still working on the figures.
 (C) You can count on me.

4. [F-Am] Isn't the President a great speaker?
 [M-Au] (A) Yes, he's getting weaker.
 (B) I spoke to him yesterday.
 (C) He's very good at communicating.

5. [M-Br] Didn't I ask you to get some more ink?
 [F-Au] (A) I didn't want to think.
 (B) We don't need any.
 (C) There's a glass by the sink.

6. [F-Am] Shouldn't you put on a coat?
 [M-Am] (A) I'd prefer to wear a coat.
 (B) That's not what I wrote.
 (C) It's not that cold outside.

Mini Test – Negative Questions p42 Track 34

1. [M-Au] Aren't you looking forward to the conference?
 [F-Am] (A) Yes, we need to go forward.
 (B) It's always the same every year.
 (C) Sorry, I didn't see you there.

2. [F-Cn] Shouldn't we say we're going to be late?
 [M-Am] (A) The survey is great.
 (B) It's already on the plate.
 (C) Yes, I'll call Anthony now.

3. [M-Cn] Can't you drive any faster?
 [F-Br] (A) I passed my test six years ago.
 (B) Sorry, but the speed limit is 55.
 (C) That'll be the principal's car.

4. [F-Au] Didn't Lisa say we could go home early?
 [M-Br] (A) She didn't say anything to me.
 (B) Yes, it's an old phone.
 (C) Lisa went home at six.

5. [M-Am] Haven't you received my résumé yet?
 [F-Am] (A) I'll send it right away.
 (B) We got it this morning.
 (C) Good luck with the application.

6. [F-Br] Isn't this party fun?
 [M-Cn] (A) Mine's a little overdone.
 (B) That sounds wonderful.
 (C) Yes, I'm really enjoying myself.

7. [F-Am] Didn't you win first prize last year, as well?
 [M-Au] (A) This competition is held every year.
 (B) That's not what I'd advise.
 (C) No, this is the first time.

8. [F-Cn] Won't you join me for dinner?
 [M-Am] (A) I enjoyed it a lot.
 (B) Thanks, I'd love to.
 (C) No, I'm a beginner.

Embedded Questions

Exercise C p43 Track 35

1. [M-Br] Do you know where the bank is?
 [F-Am] (A) I'm afraid it's a long way from here.
 (B) Who can I thank?
 (C) It opens at nine.

2. [F-Au] Did you decide where we're meeting?
 [M-Am] (A) Yes, in Room 7.
 (B) At five o'clock.
 (C) I haven't chosen a restaurant yet.

3. [M-Cn] Does anyone know where my keys are?
 [F-Br] (A) Oh, yes please.
 (B) Have you looked on your desk?
 (C) There's one on your knees.

4. [F-Am] Will you let me know when my order is shipped?
 [M-Au] (A) Yes, it's a very fast ship.
 (B) Shipping is free.
 (C) I'll send you a fax.

5. [M-Am] Are you sure this address is correct?
 [F-Cn] (A) There's nothing to collect.
 (B) I can check it for you, if you'd like.
 (C) You're under a lot of stress.

6. [F-Am] Can you tell me when the taxi is here?
 [M-Br] (A) I think it's arriving now.
 (B) We already paid the tax.
 (C) Yes, we'll take a taxi.

Mini Test – *Embedded Questions* p43 Track 36

1. [M-Am] Did anyone tell you how the news got out?
[F-Au] (A) Yes, they are nice shoes.
(B) When did you hear that?
(C) No, what happened?
2. [F-Br] Do you know whose cup this is?
[M-Cn] (A) Thanks for cleaning up.
(B) No, it's not mine.
(C) Yes, you can use it if you want.
3. [M-Au] Did you decide what color to paint the walls?
[F-Am] (A) That office is Paul's.
(B) I think blue, probably.
(C) Yes, they're very colorful.
4. [F-Cn] Do you know if they're taking the train?
[M-Am] (A) I'm very glad you came.
(B) It's quicker by train.
(C) Yes, they're at the station now.
5. [M-Cn] Did anyone show you how to use the fax machine?
[F-Am] (A) Not everyone can use it.
(B) I'd like to send a fax right away.
(C) Nobody's shown me yet.
6. [F-Cn] Can you tell me where Mr. Chen is?
[M-Am] (A) He's in his office.
(B) Yes, I think he is.
(C) He must be forty years old.
7. [M-Am] Are you sure this is your best price?
[F-Am] (A) We can't go any lower.
(B) That's very nice of you.
(C) You are a great guest.
8. [F-Br] Did you hear if there will be any job cuts?
[M-Cn] (A) I'll apply tomorrow.
(B) Over two thousand staff will go.
(C) Luckily I didn't hurt myself.

Statements

Exercise C p45 Track 37

1. [M-Am] It's raining outside.
[F-Br] (A) I can't decide.
(B) Let's wait until it stops.
(C) No, she came in already.
2. [F-Am] The post office is closed.
[M-Br] (A) At five o'clock.
(B) No, our main office is open.
(C) You'll have to go tomorrow.
3. [M-Am] My headache is getting worse.
[F-Au] (A) Here's your purse.
(B) Have you taken any medication?
(C) I'm a little better now, thanks.
4. [F-Br] The train was late this morning.
[M-Am] (A) How long did you have to wait?
(B) No, I ate breakfast already, thanks.
(C) Yes, it'll be here at nine.
5. [M-Br] Timothy is preparing the business plan.
[F-Cn] (A) Yes, I think he can.
(B) Yes, we need to plan our Christmas vacation.
(C) Why don't you do it?
6. [F-Am] You need to wear a suit.
[M-Au] (A) I think it suits me.
(B) Let's share the cost.
(C) OK, I'll get one.
7. [M-Cn] Today's training is in Room 14.
[F-Br] (A) Yes, I think it was.
(B) Thanks for letting me know.
(C) It's always raining.
8. [F-Au] This month's income is low.
[M-Am] (A) I'd like to become a cashier.
(B) Yes, the temperature is lower.
(C) Maybe next month will be better.
9. [M-Cn] The bus leaves from Harvard Square.
[F-Am] (A) It's the nineteenth today.
(B) There's a boat in the bay.
(C) Let's hurry or we'll miss it.
10. [F-Cn] I'm very interested in this opportunity.
[M-Au] (A) That's good to hear.
(B) The community is very strong.
(C) It was a great chance.

Mini Test – *Statements* p45 Track 38

1. [M-Br] That lecture was very interesting.
[F-Am] (A) It was at the leisure center.
(B) I'm not sure I agree.
(C) It lasted two hours.
2. [F-Am] The printer is out of ink.
[M-Cn] (A) Oh, no. Not again!
(B) He wants another drink?
(C) I'll get more paper.
3. [M-Am] We're leaving in thirty minutes.
[F-Au] (A) It was only half an hour.
(B) I'm not thirsty, thanks
(C) I'll be ready.
4. [F-Br] I'd like a seat near the door, please.
[M-Cn] (A) Please don't sit on the floor.
(B) That shouldn't be a problem.
(C) We'll meet at four.
5. [M-Au] Tony lost his car keys.
[F-Cn] (A) He'll have to find them quickly.
(B) He arrived by car.
(C) He's always getting lost.
6. [F-Am] The trip went very well.
[M-Br] (A) I love traveling by ship.
(B) I feel much better now, thank you.
(C) I'm pleased to hear that.
7. [M-Cn] The contract says we cannot cancel.
[F-Am] (A) I lost contact weeks ago.
(B) Are you sure there isn't a way?
(C) Yes, I canceled the order.
8. [F-Au] Please hold and I'll connect your call.
[M-Am] (A) There's nothing to collect.
(B) OK, I'll wait.
(C) Sorry, my hands are full.

Mini Test – *Words with Multiple Meanings* p46 Track 39

1. [M-Br] Have you read the book I gave you?
[F-Cn] (A) I booked it last week.
(B) No, I haven't had time.
(C) Thank you very much.

2. [F-Am] Did anyone come to fix the fire alarm yet?
 [M-Au] (A) Let's fix a time to test it.
 (B) Do we want a fire alarm?
 (C) They should be here tomorrow morning.

3. [M-Cn] The accountancy exam was very hard.
 [F-Br] (A) Nobody could use it.
 (B) Only five people passed.
 (C) I couldn't move it at all.

4. [F-Am] Don't you think it's hot in here?
 [M-Am] (A) No, it's not too spicy.
 (B) I'll open a window.
 (C) The weather should be good tomorrow as well.

5. [M-Au] This is the wrong cable for the DVD player.
 [F-Am] (A) Doesn't it fit?
 (B) I think I'm right.
 (C) That was wrong of you.

6. [F-Br] Does Nigel want to upgrade to first class?
 [M-Am] (A) Yes, he was in my class.
 (B) The first class is on the twenty-seventh.
 (C) How much will it cost?

7. [M-Am] How was your meal?
 [F-Au] (A) It was very good, thanks.
 (B) That's very good of you.
 (C) I'm not good at cooking.

8. [F-Cn] How about a game of tennis?
 [M-Br] (A) I don't know how to play.
 (B) Can you play that again?
 (C) It's a boring play.

Mini Test – Similar-sounding Words p47 Track 40

1. [M-Cn] How about a cup of coffee before we leave?
 [F-Am] (A) I've already made copies.
 (B) I don't believe you.
 (C) That sounds good.

2. [F-Br] I'm starting a new project soon.
 [M-Am] (A) No, I checked everything.
 (B) I hope it goes well for you.
 (C) When will you collect it?

3. [M-Au] Where's the no-smoking sign?
 [F-Am] (A) On the wall over there.
 (B) I like the design a lot.
 (C) It's not mine.

4. [F-Cn] Doesn't Sue work in Personnel?
 [M-Br] (A) She's gone to the hotel.
 (B) She likes to sell.
 (C) Yes, I think she does.

5. [M-Am] Are you ready for more cake?
 [F-Au] (A) Yes, I'd love some.
 (B) Can I take the call later?
 (C) I read it before.

6. [F-Am] All the figures are in this chart.
 [M-Cn] (A) We'll depart at five.
 (B) I don't understand modern art.
 (C) Can I have a closer look?

7. [M-Am] Did you get the grant you applied for?
 [F-Br] (A) No, I can't find it.
 (B) Yes, fortunately I did.
 (C) Yes, let's decide.

8. [F-Au] We need to repay the loan immediately.
 [M-Am] (A) I didn't know we could play.
 (B) Can't we delay payment?
 (C) Well, it's not unknown.

Mini Test – Homophones p48 Track 41

1. [M-Br] I never knew you liked classical music.
 [F-Cn] (A) Yes, it's very new.
 (B) I don't believe it.
 (C) It's so relaxing to listen to.

2. [F-Am] Mr. Chang doesn't eat meat.
 [M-Au] (A) Then we'll have sushi.
 (B) Why can't he meet us?
 (C) Is five o'clock OK?

3. [M-Cn] I rode a horse on vacation.
 [F-Br] (A) No, just a bad cough.
 (B) This is the road.
 (C) Did you fall off?

4. [F-Cn] Is your desk made of real wood?
 [M-Br] (A) Yes, I really would.
 (B) It's solid oak, actually.
 (C) Please take a seat.

5. [M-Au] There isn't any more coffee.
 [F-Am] (A) They're coming tomorrow, I think.
 (B) Are those their drinks on the table?
 (C) I'll make some more.

6. [F-Br] She's away for the whole week.
 [M-Cn] (A) I can't see a hole.
 (B) Yes, I know.
 (C) She'll be finished by Friday.

7. [M-Am] The Executive Suite is on the 6th floor.
 [F-Am] (A) That's very sweet of you.
 (B) Where's the elevator?
 (C) I'll just take three, thanks.

8. [F-Am] Please put the boxes on the first stair.
 [M-Au] (A) OK, no problem.
 (B) Yes, thanks a lot.
 (C) I don't want to stare.

Steps to Success p49

Practice 1

Warm-up Track 42

[F-Am] Would you like to meet on Tuesday the 25th or Friday the 28th?

Practice Track 43

[M-Am] Why did William leave early?
 [F-Br] (A) He lives nearby.
 (B) Yes, he quit last week.
 (C) He didn't say.

Practice 2

Warm-up Track 44

[M-Am] Do you always have lunch at one?

Practice Track 45

[F-Au] How is the new sales manager?
 [M-Cn] (A) Sales are good this month.
 (B) He's very enthusiastic.
 (C) Yes, he is quite old, actually.

Practice 3

Warm-up Track 46

[F-Am] What does your brother do?

Practice Track 47

[F-Br] When did Julie give you the message?

[M-Au] (A) No, she didn't.

(B) Just after lunch.

(C) We got married last year.

Practice 4

Warm-up Track 48

[F-Am] Can you come see me later today?

Practice Track 49

[M-Cn] Would you like coffee or tea with your sandwich?

[F-Au] (A) That would be lovely.

(B) Can I have a cold drink?

(C) Just one sandwich is fine.

Practice 5

Warm-up Track 50

[M-Am] I don't want to miss my train.

Practice Track 51

[F-Cn] We're meeting at eight.

[M-Br] (A) OK. I won't be late.

(B) Is someone at the gate?

(C) No, I'm not eating anything.

Review Test p56 Track 52

1. [M-Am] When are you leaving for Paris?

[F-Br] (A) I've been living there for three years.

(B) At nine tomorrow morning.

(C) I have to go there on business.

2. [F-Am] Would you like milk or sugar with your tea?

[M-Au] (A) Can I have both?

(B) No, I don't drink milk.

(C) It's on the table over there.

3. [M-Br] John's computer isn't working.

[F-Cn] (A) He should call technical services.

(B) Can't he find a job?

(C) Lots of commuters are underemployed.

4. [F-Au] Do you know why they canceled the order?

[M-Am] (A) I can handle it.

(B) They ordered a sample.

(C) They didn't give a reason.

5. [M-Au] Where did you go to college?

[F-Am] (A) I majored in Math.

(B) I was at Colorado State University.

(C) Yes, I think I would like that.

6. [F-Cn] It looks like it might snow.

[M-Br] (A) No, I have to go now.

(B) So I'll see you tonight?

(C) I hope it doesn't.

7. [M-Am] How about getting take-out?

[F-Am] (A) I'll take it out soon.

(B) That's a great idea.

(C) Didn't you get one once?

8. [F-Au] What do you think of my new office?

[M-Cn] (A) It's bigger than your old one.

(B) Sorry, that was thoughtless of me.

(C) Yes, I agree with you.

9. [M-Br] Where's the bus station, please?

[F-Am] (A) There's been a cancellation.

(B) It's across from the park.

(C) I came by car.

10. [F-Br] Who called you just now?

[M-Am] (A) I think Glen owned it.

(B) I'd like to know how.

(C) That was my assistant.

11. [M-Cn] Do you accept credit cards?

[F-Au] (A) Yes, of course.

(B) I bought my car.

(C) I don't know how to play.

12. [F-Am] Whose idea was that?

[M-Au] (A) That's my hat.

(B) I have a good idea.

(C) It wasn't mine.

13. [M-Am] You're a little tired, aren't you?

[F-Am] (A) Yes, it's very big.

(B) A little, yes.

(C) It was acquired last month.

14. [F-Am] What will you wear for the dinner?

[M-Br] (A) Let's have seafood.

(B) I don't know where it is.

(C) A suit and tie, I think.

15. [M-Au] Where can I write my name?

[F-Cn] (A) What's wrong?

(B) You're quite right.

(C) Put it at the bottom.

16. [F-Am] Are you sure the director wants to see me?

[M-Br] (A) That's what he said.

(B) It was a great movie.

(C) He really likes the sea.

17. [M-Au] You weren't here yesterday, were you?

[F-Am] (A) No, it's not here.

(B) I was at the Singapore office.

(C) It was last week, I think.

18. [F-Cn] Didn't they give you any training?

[M-Am] (A) There's only one remaining.

(B) I had a few classes.

(C) I don't think they will.

19. [M-Cn] How much was the hotel?

[F-Am] (A) It was fine.

(B) I'll go there tonight.

(C) I can't remember.

20. [F-Br] Can't you ask someone for directions?

[M-Cn] (A) I have no objections.

(B) I'll look at my map.

(C) Thanks for asking.

21. [M-Au] So, how was New Jersey?

[F-Cn] (A) The trip went well, thanks.

(B) I think the color suits me.

(C) I need to check.

22. [F-Am] Today's the seventeenth, right?

[M-Br] (A) It's the first house on the left.

(B) That's too many.

(C) Yes, that's right.

23. [M-Am] How long did you spend in London?

[F-Am] (A) I was there a week.

(B) It's very expensive.

(C) It won't be long now.

24. [F-Au] Do you want to sit in the front or in the back?

[M-Am] (A) Yes, let's go back.

(B) I'd like that.

(C) I'd prefer to be in the front.

25. [M-Cn] Aren't you taking the train?

[F-Br] (A) I don't like champagne.

(B) A little, yes.

(C) No, I'll drive there.

26. [F-Am] This computer's the fastest.

[M-Au] (A) I can't run that fast.

(B) I don't like to commute.

(C) OK, I'll use that one.

27. [M-Am] Shouldn't we be preparing the presentation?

[F-Am] (A) We don't need to take a present.

(B) Sorry, I forgot.

(C) I'm not sharing.

28. [F-Au] Which pen should I use?

[M-Cn] (A) Try the black one.

(B) You've got nothing to lose.

(C) Just say when.

29. [M-Au] You've finished that book, haven't you?

[F-Am] (A) No, it's not booked.

(B) There are a few pages left.

(C) I didn't see it there.

30. [F-Cn] How much time do we have?

[M-Am] (A) An hour at most.

(B) Yes, quite a lot.

(C) We didn't take a long time.

Questions 10 through 12 refer to the following conversation.

[M-Au] I'm glad that's over. I'm exhausted. How did your interview go?

Mine was much tougher than I expected.

[F-Br] Yeah, mine was hard, too. And long. But, it seems like a good place to work and if they offer me a position I'll certainly take it.

[M-Au] Yes, me too. Anyway, we'd better go to the main entrance. There's a bus there to take everyone to the station. It's leaving in ten minutes.

Improve Your Performance

Listening for Main Ideas

Questions about the Speakers p62 Track 55

1. [F-Br] Can you sit in your seat, please, sir? The plane is going to take off soon.

[M-Cn] I'm sorry. Where can I put this bag?

[F-Br] Please put it under the seat in front of you.

[M-Cn] OK. Thanks.

2. [F-Cn] Where should I put all these books?

[M-Au] They're all new for this season. I want them in the window.

[F-Cn] OK, I'll do it now.

3. [M-Br] OK, so what seems to be the problem?

[F-Am] I have a terrible cough and a sore throat. It's been almost a week now, and it's not getting any better.

[M-Br] I see. Let me have a look down your throat. Say "Ahh."

[F-Am] Ahh.

4. [M-Cn] Hello, ma'am. How can I help you?

[F-Am] I'd like twelve red roses, please. The best you have.

[M-Cn] Certainly. Would you like me to wrap them in gift paper?

[F-Am] Yes, please. They're a birthday present for my husband.

5. [M-Am] Sorry, but my room hasn't been cleaned today, and the TV doesn't work.

[F-Au] Oh, dear. I'm very sorry to hear that. What's your room number?

[M-Am] 247. And the service at breakfast this morning was terrible. Can I speak to the manager?

[F-Au] I'll get her right away.

6. [M-Cn] Hi. The airport, please.

[F-Br] No problem.

[M-Cn] Can you go as quickly as you can? I'm late and I don't want to miss my flight.

[F-Br] I'll do my best, but the traffic is pretty bad right now.

Questions about the Topic p63 Track 56

1. [M-Au] I thought that was boring, actually. It was way too long.

[F-Am] Hmm. And the acting wasn't very good, was it?

[M-Au] It had a lot of big stars in it, and they say it cost a fortune to make.

[F-Am] Yes. But the story itself was terrible. I don't think I'll be getting the DVD!

2. [F-Au] How's your steak?

[M-Br] It's great. And the potatoes are tasty too. What about your fish?

[F-Au] It's good, but the vegetables are overcooked.

[M-Br] Oh, that's a shame. Maybe you should tell the waiter?

3. [M-Am] So, you have a board meeting at ten, then lunch with Dr. Liu.

[F-Cn] OK. Anything after lunch?

[M-Am] Gary from sales wants to see you. How about, say, two?

[F-Cn] Two's fine. I don't want any appointments after that, though. I need to finish a report.

4. [F-Au] The elevator stopped working this morning around nine. Luckily, nobody was inside.

[M-Cn] Well, I suppose we'll take the stairs. Any idea when it will be fixed?

[F-Au] I called the maintenance guys hours ago. They should be here soon.

5. [M-Am] Are you going to Tim's on Saturday night?

[F-Br] Yes, I'm looking forward to it. Who else is going?

[M-Am] Everyone from work, some of his friends, his neighbors ... It starts at eight. You know where he lives, right?

[F-Br] Yes. 42 Greenacre Drive. I'll see you there at eight!

6. [F-Am] The train to the airport is the quickest. It's direct, too.

[M-Br] But it's expensive, and the bus is more convenient. There's a stop just outside our hotel.

[F-Am] I don't want to get stuck in traffic with a flight to catch. Let's take the train.

Questions about Activities p64 Track 57

1. [M-Au] Can I see your passport, please?

[F-Am] Yes. Here it is. And here's my boarding pass, too.

[M-Au] Thank you. Please take a seat in the lounge. The flight is on time, so you can board in ten minutes.

2. [M-Am] Here we are. 30 Harvard Square. That'll be \$12.50, please.

[F-Cn] Oh, I only have a twenty. Is that OK?

[M-Am] No problem. Let me see ... seven dollars and fifty cents. Here you are.

3. [F-Au] So go along Fifth Avenue and take a right at the post office.

[M-Cn] Right at the post office. OK.

[F-Au] Then walk straight for two blocks and the bank is on your left.

[M-Cn] That's great. Thanks for your help.

4. [F-Am] Jason, can you help me prepare for the presentation in Room 4?

[M-Am] Sorry, I can't. I have to finish this report.

[F-Am] Can't it wait? I could really use your help moving the furniture, and I need someone to connect my laptop.

[M-Am] Sorry. I need to e-mail this by four o'clock. My best customer is waiting for it. Maybe Alan can help?

5. [F-Am] Do you know what the problem is?

[M-Br] No, not yet. The engine works fine, and it's not the battery.

[F-Am] I need it soon. I have a meeting at three and it's at least a thirty minute drive from here.

[M-Br] Hmm. It might be a loose connection. Give me a little more time. We'll have you on the road again really soon.

6. [M-Cn] Suzie, can you pass the salt? It's over there on the table.

[F-Cn] Sure. Here you go. The vegetables will be ready soon.

[M-Cn] Good. I checked the steak about two minutes ago. It looks delicious.

[F-Cn] Great. I'm looking forward to this. I'm really hungry.

Questions about the Location p65 Track 58

1. [F-Au] Tickets, please. Can I see your ticket?

[M-Au] Oh, here it is. Thank you. Which platform is the 3:10 to Sydney, please?

[F-Au] That'll be Platform 11. Go straight and turn right. It's at the end.

2. [M-Cn] Excuse me. Can you tell me where the meats are, please?

[F-Br] Over near the fruit and vegetables. Can you see the sign?

[M-Cn] Oh, yes. I see it. Thank you.

3. [M-Am] Are you going out?

[F-Cn] Yes. I need to return these books. I just remembered I've had them for ages.

[M-Am] You'll probably have to pay a fine then.

[F-Cn] I know. I hope it's not too expensive.

4. [M-Br] How's the new job? Are you enjoying it?

[F-Au] Yes, but it's hard work. I hurt my back lifting a package this morning onto the scales. It was really heavy.

[M-Br] Couldn't anyone help you?

[F-Au] No, everyone was busy. It's always busy on Mondays. I filled six huge bags of mail, and sold around three hundred stamps before lunch!

5. [M-Am] I'd like a car for a few days. What do you have?

Small is OK.

[F-Am] Well, we have a compact available. That's the most economical.

[M-Am] That's fine. How much is it for the weekend, including insurance?

[F-Am] OK. Give me a minute and I'll get you a price.

6. [F-Br] Hello, Mr. Wilkinson. How are you?

[M-Cn] Not too good, actually. I have a toothache in the back, on the side. Right about here.

[F-Br] Sit back in the chair and let me take a look. Open wide. Oh, yes, I see the problem. Hmm. I'll need to do something about this right away.

Mini Test – Listening for Main Ideas p66 Track 59

Questions 1 through 3 refer to the following conversation.

[F-Am] I'm interested in your evening adult education classes. Do you have any business courses?

[M-Am] Yes, we do. We have Business Administration. It covers all the basic skills you need in the world of work.

[F-Am] That sounds interesting. Is it expensive?

[M-Am] Not really. The classes are twice a week for ten weeks, all for \$250.

Questions 4 through 6 refer to the following conversation.

[F-Cn] Excuse me. I'm afraid this soup is cold.

[M-Am] Oh, I'm very sorry. I'll change that for you right away.

[F-Cn] Thank you. And can I please have some more bread? This is hard.

[M-Am] Certainly. Please accept my apologies.

Questions 7 through 9 refer to the following conversation.

[F-Br] The annual conference in Paris is next week and I haven't booked a hotel yet!

[M-Au] Really? I booked one weeks ago. All the hotels near the conference site will be full by now.

[F-Br] Yes, I know. I've tried everywhere. I guess I'll have to book a hotel further out and take the train in. At least it'll be cheaper.

Questions 10 through 12 refer to the following conversation.

[M-Cn] It's Lisa's birthday on Thursday. I was thinking that maybe we should have a party to celebrate. What do you think?

[F-Au] OK. That's a good idea. We can get everyone together in Meeting Room 4 after work. That should be big enough for us all, and it's easy to clean.

[M-Cn] Yes, OK. We'll need something to eat. How about I call and get some sandwiches delivered, and you get the drinks. Oh, and we need to tell everyone a time.

[F-Au] Let's make it six o'clock. Then people can just stop by before they leave the office.

Listening for Details

Questions about Time p68 Track 61

- [F-Am] It's Friday already and we still haven't finished this project. I'll be glad when it's over.
[M-Am] I know. It's almost three months now. Well, we should be able to finish it next week, hopefully.
[F-Am] Hopefully! I'm looking forward to it. Anyway, have a good weekend. I'll see you on Monday.
- [M-Cn] I don't think this cell phone is working properly.
[F-Br] You only bought it two weeks ago, didn't you? Why don't you take it back to the store?
[M-Cn] I haven't had time this week. I've been too busy.
[F-Br] Maybe you'll get the chance over the weekend.
- [M-Au] When does the lecture on Telephone Sales begin?
[F-Am] I think it starts at three. It's in Training Room B this time.
[M-Au] It finishes at four, right? I have a meeting then.
[F-Am] No, this one lasts for two hours. You'll have to reschedule your four o'clock appointment.
- [M-Am] When are you going to sign the Franklin contract?
[F-Br] There's no rush. It's only Tuesday. We aren't seeing them until Thursday.
[M-Am] Yes, but I promised Mr. Franklin he would have it before the weekend.
[F-Br] Really? I didn't know that. OK, I'll do it right away.
- [F-Au] Say, Tony. Have you lost weight?
[M-Br] Yes, I have. Thanks for noticing. I started going to the gym a few months ago.
[F-Au] Well, it seems to be working! Do you go every day?
[M-Br] No. They say you need to go three times a week, but I just go on Mondays and Fridays.
- [F-Am] I haven't sent this package yet, and it's five thirty already.
[M-Am] Well, why don't you leave it until tomorrow? It's not urgent, is it?
[F-Am] I guess not. But I wanted to do it today.
[M-Am] I'd leave it and do it right away when you get in tomorrow. That'll be OK.

Questions about Reasons p69 Track 62

- [F-Au] What's wrong? You look a little upset.
[M-Cn] It's this new filing system. It's not very good. A lot of documents seem to be missing.
[F-Au] You're right. It's not easy to use. I think the old system was much better.
[M-Cn] I'll have to ask senior management to look into it. It's time we put all these records on the computer anyway.
- [F-Am] Hey, Sean. I hear you moved home last week.
Congratulations!
[M-Am] Thanks. It's a smaller place than I was in, though.
[F-Am] But don't you find it's more convenient to be in the city?
[M-Am] Yes, that's why I moved. I love the countryside, but it used to take 40 minutes to get here on the train, but now I walk to work!
- [F-Br] Why are we meeting on Friday and not today, as we planned?
[M-Am] James can't make it today. He's away at a convention.
[F-Br] Can't we manage without him?
[M-Am] Not really. The main office says we all have to attend the meeting.

- [M-Cn] Don't you want to leave? It's seven thirty. Everyone's gone home.
[F-Au] I have to wait for a client to call. It's the Jenkins account . . . again.
[M-Cn] Oh, really. What's the problem this time?
[F-Au] They're saying they won't pay our latest invoice.
- [M-Am] Have you heard the news about Michael Fraser?
He resigned!
[F-Cn] No! He's only been here six months. What happened?
[M-Am] I have no idea. But they're already advertising for a new Research Director.
- [F-Am] Hello? Barbara Reddich speaking.
[M-Br] Hi, Barbara. It's Brian. I won't be in today. I have a really bad stomachache. I'm seeing the doctor later this morning.
[F-Am] Oh, dear. I'm sorry to hear that. I'll tell the others. Oh! What about your annual review?
[M-Br] I'll have to wait. Can we just reschedule it for next week?

Questions about Plans p70 Track 63

- [F-Am] At last, it's Friday. What a week! I'm glad we finished that report.
[M-Am] Let's enjoy ourselves this weekend. The weather forecast is good, so why don't we play tennis tomorrow?
[F-Am] OK, and on Sunday we can go for a long walk in the country.
[M-Am] That sounds like a good plan!
- [M-Cn] Hi, Carol. This is your last month. Do you know what you're going to do after this contract is over?
[F-Cn] Yes, I'm going to apply for a permanent position here. I really like working with you all.
[M-Cn] That's great! But, I thought you wanted to work in Vancouver.
[F-Cn] No, I've changed my mind. Toronto is much nicer!
- [M-Am] Can you check the price of these memory sticks, please?
[F-Au] Certainly, one moment . . . They're \$8.49 each. Do you want all three?
[M-Am] Yes, please. Oh, I don't have enough cash. Is a credit card OK?
[F-Au] Sure, no problem.
- [F-Br] Which one do you think I should get; the red or the blue dress? Or maybe that skirt over there?
[M-Au] The black one? That looks good. But you have a lot of skirts, already.
[F-Br] Yes, you're right. OK, so if it's for work, then the blue is a little more suitable, I think.
[M-Au] I agree. Let's hurry up and pay.
- [M-Am] Fiona, we'd like to offer you the job. Will you accept?
[F-Am] I'd love to. Thanks. Oh, I'll have to tell my current employer, of course.
[M-Am] Yes, of course. So, you intend to give a month's notice there?
[F-Am] That's right. I can't just leave immediately. That means I should be free to start here four weeks from next Monday.
- [M-Cn] Due to the economic slowdown, we're going to have to close our Munich branch next year.
[F-Au] Oh, that's terrible. What about all the staff who work there? Will they lose their jobs?
[M-Cn] Some will be offered work in New York or London, but the majority will have to go, I'm afraid.
[F-Au] Hmm. I wonder how our investors will take this news.

Questions about Offers and Requests p71 Track 64

1. [M-Br] OK. It's almost one o'clock. I'm going out to get a sandwich. I can get one for you too, if you like.
[F-Br] That's very kind of you. Thank you. Could you get me a ham and cheese, from the coffee shop on the corner?
[M-Br] OK. Do you want anything to drink?
[F-Br] A regular coffee, thanks. Wait a minute and I'll give you the money.
2. [M-Am] Diane, do you think you'll get that work done by five o'clock?
[F-Cn] WBy five? No way. There's too much to do. It'll have to wait until Monday.
[M-Am] Would you mind staying late tonight and finishing it? It's very urgent. I can pay you overtime.
[F-Cn] Sorry, but I have plans. I'm meeting some friends for dinner.
3. [F-Au] Hello, Noreen. How can I help you?
[F-Am] I need a new monitor. Mine is starting to cause problems, and it's way too small. Do we have a budget for this kind of thing?
[F-Au] Not at the moment. Money is very tight. I can give you my monitor if you want. We can swap!
[F-Am] Well, you're not at your desk as much as me, so OK, yes. Let's do that.
4. [M-Am] Are you waiting for Mrs. Aiten?
[F-Am] Yes. We have a meeting at four, but it seems she's a little late.
[M-Am] Yes, I think it's the traffic. I'll call her on her cell phone to check. Would you like some tea or coffee while you wait?
5. [M-Au] Excuse me. Are you using this?
[F-Br] No, that one's free. I just need two, for my friends. They'll be here any minute.
[M-Au] OK, well, I'm with some people over there in the corner, and we need one more chair. Do you mind if I take this one?
[F-Br] Sure, go ahead.
6. [F-Cn] We've been good customers of yours for a year now.
[M-Am] Yes, that's right. I hope you're happy with our service, and our products. Do you feel you're getting good value for your money?
[F-Cn] Well, that's what I want to ask you about. I've been comparing prices on the Internet, and you're not that competitive, to be honest. We'd like to stay with you, but could you give ten percent off all future orders?
[M-Am] Oh, I see. I'll have to ask my boss about that.

Questions about Suggestions and Advice p72 Track 65

1. [F-Am] Haven't you found a job yet, Craig?
[M-Br] No, I haven't. I can't seem to find anything. There aren't any good jobs in the newspapers, and the employment agencies are useless.
[F-Am] There are a lot of job sites on the web. Why don't you look there? That's how I found my job.
[M-Br] Of course, the Internet! Why didn't I think of that?
2. [M-Am] I'm going to the airport to pick up Mr. Chan . . . again.
[F-Am] Wow. That's the third time this month.
[M-Am] I know. And it's getting in the way of my work. I'm already behind schedule.
[F-Am] If I were you, I'd find a good taxi company and get them to meet him.

3. [F-Br] You know, I've done the same job since I started here five years ago. I'm getting bored, but I don't want to leave the company.
[M-Au] Isn't there a vacancy in Media Relations? I saw an ad on the bulletin board in the cafeteria.
[F-Br] Yes, I saw that too. I don't think I'm qualified for it, though.
[M-Au] Maybe you should ask them about it. You might have the skills they need.
4. [F-Am] Oh, this office is so small. I'm surprised you haven't moved by now.
[M-Am] There are only three of us. We don't need a lot of space, you know.
[F-Am] Hmm. Have you considered moving someplace bigger, and closer to the city? It would be more convenient for your clients.
[M-Am] Yes, but it would also cost more money. I don't think we can afford it.
5. [F-Cn] What are we going to do for the end-of-the-year party? Do you have any ideas?
[M-Am] We usually have drinks and snacks in the conference room on the last day, don't we?
[F-Cn] Yes, but this year I want us all to do something different. What about a dance competition?
[M-Am] Hmm. How about eating out for a change? We could have dinner at the new Italian place across the street.
6. [F-Am] What's the best way to get to Halson Chemicals from here?
[M-Am] If I were you, I'd catch a train to Newberry, and then walk there from the station. It's not far, and quicker than the bus.
[F-Am] Oh, OK. I was thinking of driving actually.
[M-Am] Don't. The traffic is terrible. When I drove there, it took two hours.

Questions about Opinions p73 Track 66

1. [F-Au] Well, that was, er, an "interesting" experience.
[M-Am] Interesting? Huh. I guess you could say that. The guy on the violin was terrible. Not what I was expecting.
[F-Au] And I couldn't hear the piano at all. I think one of the microphones was broken.
[M-Am] Yes, it's a shame. At least it was only an hour.
2. [F-Am] Those plastic bottles go in the blue bin, not the black bin.
[M-Cn] Oh, right. Sorry. It's so difficult to remember what goes where.
[F-Am] Just read the poster on the wall over there. It's simple.
[M-Cn] Maybe for you, but I'm not used to all these bins.
3. [M-Am] OK, let's move on to next year's sales targets. Michelle, what are your thoughts?
[F-Br] In my opinion, the targets are very high. We'll be lucky to get anywhere near them.
[M-Am] So, which targets can we achieve?
[F-Br] To tell you the truth, I'd be surprised if we can reach any of them.
4. [M-Br] How do you like the new Museum shop? It was only finished last week.
[F-Au] I like it, but why is it on the top floor? I didn't expect it to be there. It's not marked in the leaflet so it took me ages to work out where it was.
[M-Br] We wanted to put it next to the coffee shop. That was the only place in the museum where we had enough space, too.
[F-Au] Hmm. Well, maybe some signs would help.

5. [F-Am] It seems we have to either cut costs or lose more staff. There's no other way.
 [M-Cn] Yes, I agree. If we continue as we are, the company will fail, that's for sure.
 [F-Am] So, we have a lot of decisions ahead of us. Some very difficult ones, I'm afraid.
 [M-Cn] Yes, but we have to take them, and take them quickly. If we don't, we'll be lucky to survive another six months.

6. [M-Au] How much do you think we should sell the new TX20 for?
 [F-Cn] I'd say the price should be around \$295. That would make us slightly cheaper than most of the competition.
 [M-Au] Well, I think we should aim for \$360. It's a quality product and customers will expect to pay more for it.
 [F-Cn] But that's twenty percent more than our rivals. That's a big difference. Do you think anyone would buy it?

Mini Test – Listening for Details p74 Track 67

Questions 1 through 3 refer to the following conversation.

[M-Am] Hello. Can I speak to Mr. Yang, please?
 [F-Am] I'm sorry, but Mr. Yang is in the middle of a lunch meeting right now. Would you like to leave a message?
 [M-Am] Yes. Can you tell him Bill Carson from ARC Engineering called? I need to talk about his latest invoice. It's urgent.
 [F-Am] OK, sure. Mr. Yang should be out by two. I'll make sure he gets your message as soon as possible.

Questions 4 through 6 refer to the following conversation.

[F-Am] Do you want to go for a meal? There's a new French restaurant over on Third Avenue. It should be opening around now.
 [M-Am] I'd love to, but I can't tonight. I need to go home and pack. I'm leaving for Houston tomorrow, remember?
 [F-Am] Oh, that's right. You're flying over there to sign the Peterson contract, aren't you? I forgot. I hope it goes well.
 [M-Am] Thanks. Maybe we can have dinner to celebrate when I get back. Oh, look at the time. I should be going.

Questions 7 through 9 refer to the following conversation.

[M-Br] Hello. I have a couple of shirts I'd like you to wash. Can someone come to my room to pick them up?
 [F-Cn] Yes, I'll send someone up right away. Can you please put them in the blue plastic bag? There should be one in the closet.
 [M-Br] Yes, I've done that. I've filled out the pink form, too. When will I get them back?
 [F-Cn] Let me see. It's five thirty now. Anything collected before six should be back before ten the following morning.

Questions 10 through 12 refer to the following conversation.

[F-Am] I don't understand. It should be along this street on the left. That's what the map says.
 [M-Au] Well, it's not, is it? We're almost at the end of Cedar Road now. What do you want me to do?
 [F-Am] Just keep going. I can't believe it's taken us almost two hours so far. Oh, look! There it is.
 [M-Au] Finally. We're thirty minutes late. We were supposed to be here at three. Can you tell the reception desk we're here while I park the car?

Making Inferences

Questions about Attitude p76 Track 69

1. [F-Am] That was a long drive, wasn't it?
 [M-Am] Yes it was. Five hours on the highway in heavy traffic. It's not my idea of fun, especially in this weather. It's been raining the whole time.
 [F-Am] Well, at least we're here now. Look, there's the hotel over there. Let's check in and then you can relax.

[M-Am] Yes. I think I need a long bath before we have dinner.
 2. [F-Au] I can't believe they canceled the order.
 [M-Cn] I know. They just called an hour ago.
 [F-Au] But I was there for three days negotiating that. We gave them everything they asked for. We couldn't have done any more.
 [M-Cn] I know. But they say they don't want it now. Perhaps they got a better offer from somewhere else?

Questions about Deductions p76 Track 70

1. [F-Am] Are you sure this bill is correct?
 [M-Br] Yes ma'am. One appetizer, one main course, a glass of wine, one dessert . . . a twelve percent service charge. Yes, the bill is correct.
 [F-Am] Really. I know what I had, but I'm amazed at the cost. I don't have enough cash.
 [M-Br] Would you like to pay by credit card?
 2. [F-Cn] Do you have any plans for the weekend, David?
 [M-Am] Yes, I'm going to a concert on Saturday night. The Blue Kings.
 [F-Cn] Oh, right. Are they famous?
 [M-Am] Are you kidding? I can't believe I got tickets.

Mini Test – Making Inferences p76 Track 71

Questions 1 through 2 refer to the following conversation.

[M-Cn] It's too hot in this office. I can't concentrate on my work.
 [F-Am] Just relax. There's nothing we can do. Anyway, I called Jim and he says he's working on it as fast as he can.
 [M-Cn] The whole system needs replacing. And it's crazy that the windows don't open. Why do they build offices like this, anyway? How soon did Jim say he can get it working?
 [F-Am] It shouldn't be long now. He knows what he's doing.

Questions 3 through 4 refer to the following conversation.

[F-Am] I can't believe they upgraded you to first class. That's amazing.
 [M-Am] Yes, and I'm not even in their frequent flyer program. I have no idea why they did it. The flight wasn't full.
 [F-Am] That kind of thing never happens to me.

Steps to Success p77

Practice 1 Track 72

[F-Au] These letters are ready to go out now, Mr. Sanchez. I've put in a brochure and added a price list, too.
 [M-Am] OK, that's great. How many are you sending out?
 [F-Au] Three hundred. They're going to people who have already bought something from us. Hopefully, we'll get some more orders.
 [M-Am] OK, well hurry up. It's almost six now. The post office closes in half an hour. You can use my car to drive there.

Practice 2 Track 73

[F-Am] I found a good place we can use for next month's conference, The Olympic Hotel. They have twelve seminar rooms, and of course they provide accommodations as well.
 [M-Am] That sounds good. Is it expensive?
 [F-Am] I got a good deal. It will cost us just three thousand dollars for the week. That includes all equipment and lunch for everyone each day.
 [M-Am] Hmm. OK, I guess you can go ahead.

Practice 3 Track 74

[F-Am] Excuse me. I bought this notebook PC from you last week, but it doesn't seem to work properly. I can't use the Internet and the screen goes black.
 [M-Cn] OK. Leave it with us and we'll take a look. Can you come back on Friday?

[F-Am] What? I can't wait that long. I need it for my work.
[M-Cn] Sorry, but we're very busy. You can call on Thursday if you want. It might be ready then.

Practice 4 Track 75

[M-Cn] Where on earth could Alex be? We can't wait for him any longer. They're boarding already.
[F-Am] I know. We should go to the gate. I'll call his cell phone again to see where he is.
[M-Cn] Tell him if he misses this flight, he'll have to get the next one. It'll mean getting another ticket, though.

Practice 5 Track 76

[M-Am] I'm sorry but the recent increase in orders means the production department needs more staff. I can't promise to meet our targets with the number we have.
[F-Cn] Are you sure? You already have 35 employees. Perhaps we could just extend the shifts from eight to nine hours?
[M-Am] Hmm. That might work. I'd recommend you calculate the cost of the overtime first, though, before I suggest that to my workers.
[F-Cn] Yes, I'll do that. It won't be cheap, but it might be better than taking on more staff.

Review Test p84 Track 77

Questions 1 through 3 refer to the following conversation.

[M-Br] How are you enjoying the job, Julia? Is it exciting?
[F-Au] Well, it's not as exciting as I first thought. There's a lot of training to do. Every day we train for four or five hours.
[M-Br] So you haven't rescued anyone from a burning building?
[F-Au] Not yet! We had an emergency call last week, to a car crash, but nobody was hurt.

Questions 4 through 6 refer to the following conversation.

[M-Am] So, you can take the six-fifteen flight to Hong Kong, arriving at nine thirty, and change there for London. You'll have a two hour wait at Hong Kong airport, I'm afraid.
[F-Br] That's not too bad. What time does it arrive in London?
[M-Am] Five thirty in the morning, the following day. I found a hotel, also. The Picadilly Grand. It's four stars, at 150 pounds a night. I'd recommend you take it, it's a good rate. That's for a single room, with a view of the river.
[F-Br] And do they have that for three nights?

Questions 7 through 9 refer to the following conversation.

[M-Au] The company's new website is finally working. Have you seen it?
[F-Cn] No, I haven't. I didn't know it was finished yet. What's it like?
[M-Au] It looks very good, actually. There's a lot of information. There's even a photo of us, under "Meet the Customer Service Team."
[F-Cn] Oh no! I didn't know they were going to do that!

Questions 10 through 12 refer to the following conversation.

[M-Am] See that place over there, on the corner? The white house with the double garage? That's where Jason lives. You know... my boss. He came to our wedding.
[F-Am] Wow. It's huge! I wish we lived in a place like that. It's a great neighborhood, too. Where does he get the money from?
[M-Am] I have no idea. It must be worth a fortune, though. And I heard there's a swimming pool in the back, too.
[F-Am] Hmm. Maybe you should ask him for a raise when you go into work on Monday.

Questions 13 through 15 refer to the following conversation.

[M-Cn] Hello. My name's Dawson. Andrew Dawson. I was told to call today about the Finance Director position.
[F-Am] Oh, yes. Mr. Dawson. I have a message here from the C.E.O. He says that although you're very well qualified, you don't have enough experience. He needs someone with at least five years in a similar role. So, I'm very sorry, but you haven't been successful.
[M-Cn] Oh, I see. Well, could you please thank him for his time anyway? It was good meeting him and the team.
[F-Am] Yes, I'll be sure to pass that on. Thank you.

Questions 16 through 18 refer to the following conversation.

[M-Am] We need to get this customer feedback form translated into Chinese.
[F-Br] I forgot all about that. The group from China is arriving on the twelfth. Should I ask Ms. Chang to do it?
[M-Am] No, I don't think her English is good enough. We should get it done by an agency. We don't want to appear unprofessional.
[F-Br] OK. I'll try to find one. We need the form by next Friday at the latest.

Questions 19 through 21 refer to the following conversation.

[M-Cn] Could you tell me how much this weighs, please?
[F-Au] Yes, put it on here. OK. That's just under two pounds. What's inside?
[M-Cn] Books. I need to send them to Paris to arrive as quickly as possible. It's my sister's birthday soon.
[F-Au] Well, that'll be \$45.50 for priority mail. They should be there on Tuesday. Would you mind filling in this customs declaration?

Questions 22 through 24 refer to the following conversation.

[F-Cn] Kevin's leaving on Friday. Are we going to get him a present or anything?
[M-Am] I already got him a pair of hiking boots, and a card. Do you want to sign it?
[F-Cn] Thanks. Do you know if he's found another job yet?
[M-Am] He's not looking for one. He's going to travel around South America for a year with his girlfriend.

Questions 25 through 27 refer to the following conversation.

[F-Cn] Can you please turn left here, stop the car in a safe place, and turn off the engine?
[M-Br] Well, how did I do? I thought I did OK.
[F-Cn] Well, it was good in places, but you need to practice a lot more. Your reversing is poor. But most importantly you don't concentrate. Actually, you're not safe to be on the road. You almost hit a cyclist back there.
[M-Br] Cyclist? I never saw a cyclist. Why didn't you tell me?

Questions 28 through 30 refer to the following conversation.

[F-Au] This salad isn't very good. There's hardly any tuna and the tomatoes are hard.
[M-Am] And this steak is overcooked. I'm a bit disappointed, to tell you the truth. I can cook better than this.
[F-Au] They said it would be much better when it reopened. For a month we've had to have sandwiches at our desks, and now we come down here to find the food is worse than before.
[M-Am] And it's more expensive. I think I'll say something to the management.

Part 4 – Short Talks

Try It Out p88 Track 78

Questions 1 through 3 refer to the following talk.

[F-Br] Hello, everyone, and thank you for coming. I know you're all busy, so let's get started. As you know, we've had a number of complaints recently about staff being unable to answer customer queries. This is clearly due to a lack of knowledge about the products we sell in our stores. We need to make our training program more effective, especially for new employees. For this reason, I want to ask you to prepare information sheets on the most popular products you are each responsible for in the stores. As of next month, we will start regularly testing staff on their product knowledge.

Questions 4 through 6 refer to the following voicemail message.

[M-Au] Hi, Matthew. This is Lee from Information Technology. I need to talk to you about the new computer system we're designing for you. There's just one thing I'm not sure about. In your last e-mail you asked us to add an online search function, but we haven't included this in the cost. Obviously, this isn't as simple as it sounds and in fact means a lot more work, so it's probably a good idea if we meet up to discuss the financial implications. I'm free next Tuesday afternoon. Please let me know if that's good for you.

Questions 7 through 9 refer to the following announcement.

[M-Am] Welcome everyone. As your Chairman, it is with great pleasure that I can announce Mrs. Gifford has agreed to become the new President of CAM Industries. As you know, Mrs. Gifford has been Vice President here for three years now, since she first came to us, and in a very challenging market, she has helped to make CAM Industries stronger and more competitive. At a time when many of our rivals are struggling to survive, thanks to her efforts, business for us has never been better. As Chairman, I am delighted that she has accepted the position. So please, join me in a round of applause to congratulate Mrs. Gifford in her new role, which she will start next month.

Questions 10 through 12 refer to the following speech.

[F-Cn] Thank you for coming here today. I am very proud that after almost one year of renovation, work is finally finished, and the Space Museum now has a brand new gift shop. It covers three times the area of the previous shop, and as you can see, has a huge variety of posters, postcards, books, games, and other products that I'm sure will prove popular. Shortly, the renovation of the cafeteria will also be completed, and we hope and expect sales in both facilities to contribute in no small part towards the financial success of the museum for many years to come.

Improve Your Performance

Listening for Main Ideas

Questions about the Speaker p92 Track 80

1. [M-Am] Good morning, ladies and gentlemen. Welcome aboard flight AE564 to Washington. We will be flying at an altitude of 35,000 feet today. The weather conditions are good, and we expect to land in Washington on time at ten thirty-five. Please sit back, relax, and enjoy the flight.
2. [M-Br] Hello, my name is Gary Wilson, and I'd like to welcome you all to the Seaview Bay Resort. When you check in at reception, don't forget to pick up your Welcome Guest Pack. That tells you all you need to know to help you get the most out of your stay here. Please make yourselves at home and enjoy your time with us. I'm in charge here, so if you have any questions during your stay, please just ask.

3. [F-Am] At Joe's Grill, we serve the best steak in Chicago. Everyone who works with me here in the kitchen needs to understand that. I know you're new here and there's a lot to learn, but you have to do your best to be the best. I'll be watching every move you make, and no dish leaves here unless I see it first, OK?

Questions about the Topic p92 Track 81

1. [F-Au] Hi, Rahul. It's Vicky Henderson from Neon Engineering. I'd like to thank you for coming to visit this morning. We all thought your presentation was very interesting. It also seems you have the experience we need, and we were impressed by your knowledge of current technologies, too. So, we'd like to ask you to come for the final stage of interviews next week. Please call me to discuss a suitable time as soon as you can.

2. [F-Am] Washing your hands after you help a patient at meal times is very important. It prevents the spread of disease. You also need to remember to clean the tables and food trays thoroughly as well. Oh, and it's essential that the area around the beds is kept clean, too.

3. [M-Au] This weekend only, get 50 percent, yes, that's 50 percent off everything at Household Supplies! Top brand ranges, refrigerators, microwave ovens and more for less than two hundred dollars! Come this weekend to Household Supplies for some great end-of-the-season bargains.

Questions about the Audience p93 Track 82

1. [M-Am] OK, so it's almost three o'clock. Our next stop today is Battery Park, where we will board the ferry to the Statue of Liberty. This is the last destination in our tour today, and of course is one of the most famous landmarks in the world. We'll have two hours to look around before catching the ferry back here at six o'clock. OK, so please make sure you have all your valuables with you before you get off.
2. [F-Am] Attention customers: We have a special promotion in the fruit and vegetable section. For the next half hour, you can buy all fruit and vegetables at half price. That's everything at half price, for half an hour. Go to our fruit and vegetable section now to get everything at half price. Hurry. This promotion is only available for the next thirty minutes.
3. [F-Cn] You have reached Charles Westhill and Associates. Our offices are currently closed. Our office hours are Monday through Friday, from nine A.M. to five P.M. If you would like to make an appointment, please call back during these times. If you have an urgent problem, call our emergency dental advice line at 1-800-555-4321. That's 1-800-555-4321.

Questions about the Location p93 Track 83

1. [M-Br] And now we come to the Impressionist rooms. Here you will find the finest paintings from the early to late Impressionist period. We can see on the left here a marvelous example by Monet, and over there in front of you is a Renoir. Altogether you will find over sixty paintings, so please feel free to ask questions if you wish.
2. [F-Cn] Attention, please. We regret to announce the late arrival of the 3:45 service to Vancouver, due to heavy snow. This service is now expected to arrive at 4:30 P.M. Passengers, please note this train will arrive on Platform 2 and not Platform 6. Thank you.

3. [F-Am] So, I would like all reports to be handed in by Friday at the latest. These will go towards your final grade. The end-of-semester exam will be next month, on the 14th. Please study hard for this. Any students unable to come on the 14th need to tell me now.

Questions about the Purpose p94 Track 84

1. [F-Au] We all know that health is important, but how many of us exercise regularly? Just a twenty minute walk a day can dramatically reduce your risk of heart disease and other serious illnesses. Why not walk or cycle on weekends? Or take up a hobby, like golf or tennis. More exercise means a healthier and longer life.
2. [M-Cn] I'd like to take this opportunity to express my gratitude to everyone for all your hard work over the last year. Without your efforts, we would not have won the Best Conference Venue award for the third time. This is a great achievement, and you should all be very proud of yourselves.
3. [F-Am] Ladies and gentlemen. Welcome. Your attention, please. We are here today to show our appreciation to Dr. Williams for all his hard work over the past thirty seven years. Dr. Williams has been with us since this research facility opened. His hard work, dedication and enthusiasm are an example to us all. It is therefore with great regret that we have to say good-bye to him. However, he takes with him our warmest wishes for a long and happy future ahead.

Mini Test – Listening for Main Ideas p95 Track 85

Questions 1 through 3 refer to the following advertisement.

[M-Am] Mike's Motors is proud to announce our best deal ever. We are giving all Radio Skyline listeners a free engine check and a free winter tire check. And that's not all. We'll give you a huge 25 percent off any work we do on your car for the next month. We are the biggest and best vehicle repair shop in town. All the work we do comes with a 12-month warranty. So, if you're already one of our loyal customers, or if you're new to Mike's Motors, call now to book your free engine and winter tire checks.

Questions 4 through 6 refer to the following news report.

[F-Au] Welcome to WNRC Radio's Daily Jobs Bulletin. I'm your host, Jennifer Duran. Our top story tonight is the breaking news that Derek Brown, head of Australian Workers Unite, has called for a national strike. Mr. Brown made the announcement at a press conference three hours ago. Following the breakdown in contract negotiations between workers and management, Mr. Brown confirmed that the union will instruct its members to stop working as of Monday. Australian Workers Unite is the largest farm workers union in Australia, with over 70,000 members. The reason for the collapse of the talks is still unclear. However, sources say it could be due to proposals to cut pay for under-performing employees.

Questions 7 through 9 refer to the following talk.

[F-Am] It's wonderful to see so many people here for this evening's lecture. Thank you all for coming, and welcome to the Cape Cod Historical Society. This is the third in our series of lectures to the general public. As you know, the series is called People and Places. Today we focus on people, and specifically Richard Warren. Warren is well-known as one of the passengers on The Mayflower. He arrived in this country in November of 1620. Yet little is known about him after he landed here at Cape Cod. Tonight, local historian Peter Fletcher, who has written a book about The Mayflower, will try to give us more details about Warren's incredible life. So, without further ado, please let's welcome Peter Fletcher.

Questions 10 through 12 refer to the following speech.

[F-Br] Now, everyone, I would like to welcome the latest member of our team, Martin Sanchez. Martin comes to us from Brewster and Sons, where he was Sales and Marketing Manager for fifteen years. He brings with him a great deal of experience, and of course ability. Starting next week, Martin will share his knowledge and expertise with us, working closely with everyone in the Sales and Marketing Department. So, as we are finishing up our main course, and before our dessert arrives, let's have a round of applause to welcome Martin to Palco Systems.

Listening for Details

Questions about Numbers, Dates, and Times p97 Track 87

A [F-Am] On WKYC News tonight, we've just learned that five City Hall employees are being investigated following reports that they took money in return for awarding contracts. Local construction company, Parker Buildings, is rumored to be the recipient of the contracts. Police confirm that they are looking into multiple payments of up to \$20,000, paid every month for the last six months. Ten major contracts are involved, including the new county hospital. The five City Hall staff, who all work in the Purchasing Department, insist they're innocent. However, our source says the case will probably go to trial next month. No other building companies are thought to be involved.

B [M-Cn] Attention all employees. The cafeteria will close next week for a period of approximately one month. This closure is necessary to replace the ovens in the kitchen. Can all employees please use the Coffee Shop on the third floor until further notice? Starting on Monday the 4th, every employee will receive \$50 in coupons to use in the Coffee Shop for each week the cafeteria is closed. This may be used for the purchase of sandwiches, food and drink only. Thank you.

Questions about Reasons and Requests p98 Track 88

A [F-Br] This is an announcement for passengers waiting for the 15:35 service to Newcastle. This bus is running approximately twenty minutes late. This is because of road repairs on the M25. Will all passengers please go to Bay 3, where your bus should arrive in twenty minutes. Please note that the next service at Bay 3 is the 15:45 service to London, so passengers with tickets to Newcastle are warned not to board that bus. Thank you.

B [M-Am] Is your Internet service slow? Is it expensive? If it is, contact Advance Net now. We promise you ultra-fast broadband at the cheapest rates in your area. Our customers tell us we're forty percent cheaper than most companies! We're reliable, too. So for great broadband at great prices, come over to Advance Net now. Customers who sign up for our Advance Net Plus 24-month contract will receive a \$50 credit. Plus, for a limited period, we're giving away a free two-gigabyte memory stick to every new customer. Hurry and claim your free gift. Offer available until the end of the month.

Questions about People and Places p99 Track 89

A [M-Am] Thank you very much everyone for this marvelous gift. I will use this spade in my garden, where I intend to spend most of my time once I move to Sun City, Arizona. After working here in New York for all these years, I think I deserve a breath of fresh air! I was twenty-five when I started at Signet Holdings as an Assistant Manager. I worked my way up the Engineering division to Section Director and now I'm sixty-five, and leaving you as Vice President. Next week I'm heading to our Chicago office, to spend my final month handing over responsibilities to Mr. Hammond. As you all know, he will be starting here on the first of June to take my place. This is the same date I began here forty years ago, so it seems I chose the right day to finally leave. I wish you all well, and hope that you enjoy working with Mr. Hammond.

B [F-Au] Now this is the library. You're all graduate students, so unlike undergraduates at NPU, you can borrow up to ten books at any time for your research. It's all done electronically. Just walk through the security gates and your library card will automatically register all the books you take. The main part of the library is divided into different areas. The Reading Room is for rare books. The West Room is where we keep journals and articles. The Blue zone is the social area, where talking is allowed. The Red zone is the silent area. No talking in the Red zone, of course. We're open six days a week from eight in the morning until 9:00 P.M. When you return books, leave them at the front desk. If the library is closed, you can leave the books in the book drop at the West entrance.

Questions about Problems and Suggestions p100 Track 90

A [M-Br] Thank you for coming to this emergency meeting. As you know, the bank has just replied to our request for extra funding. We asked for a loan of one hundred thousand dollars, and they're only prepared to lend us half that amount. This means we need to cancel some scheduled projects, such as the expansion of our office space. Yes, the company has grown, and we all need bigger offices, but we might need to wait on this. We need to find more savings, so let's make a list of all our ideas for cutting costs and discuss them at Friday's general staff meeting.

B [F-Am] Hi Henry, this is Kathy. Just to let you know, I can't get my work e-mail. Apparently, there's a problem with the computer system here. It started around ten o'clock. I don't know when I'll be able to use it again, so please don't e-mail me for the rest of the day. If you want to get in touch, can you please call me at 555-647-8172?

Questions about Plans and Sequences p101 Track 91

A [F-Cn] Welcome to the conference, everyone. Before I begin by introducing our keynote speaker, Dr. Fraser, I need to tell you all about some changes to today's program. Dr. Gupta has canceled due to illness, so at eleven o'clock Dr. Sanders will give a presentation in Room C on Global Marketing. In the afternoon session, Dr. Rosario's talk on Innovation will take place in Room 403 on the fourth floor, not in Room 213 as it says in your conference information pack. The only other change is the buffet reception tonight, which will be at seven-thirty, not seven, in the Main Hall. OK, those are all the messages, so let's get started with the conference.

B [M-Au] Alright everyone, we have two weeks before the launch of CG10. This phone has the most advanced software programming we have ever designed. We expect it to become the market leader in its first year. Before it goes on sale, and starting today in fact, we have a TV advertising campaign. Can all the marketing team please reconfirm media demonstrations, interviews, etc? After the launch, we need to survey as many customers as we can for the follow-up marketing campaign. I'm going to fly to Los Angeles at three o'clock to start preparing this. If you have any problems, e-mail me. OK?

Mini Test – Listening for Details p102 Track 92

Questions 1 through 3 refer to the following recorded message.

[F-Br] Thank you for calling KTM Computer Supplies. Your call is important to us. To place an order, please press 1. To ask for a catalogue, please press 2. For a billing inquiry, please press 3. To check the status of an existing order, please press 4. To hear about our fantastic offers, including this month's 50 percent discount on all headphones and speakers, please press 5. For all other enquiries, or to speak to a customer service representative, please press 6. To hear these options again, please press 7.

Questions 4 through 6 refer to the following advertisement.

[F-Am] Take time out to unwind at the Sandy Beach Hotel. Enjoy a dip in our swimming pool, play tennis, or explore the island on our Family Fun Adventure trail. We have a huge selection of outdoor activities for children of all ages. Hungry? Why not dine at our popular Aloha restaurant? We're well-known for serving a great range of authentic local food. Kids under five eat free. Call now to find out more. Alternatively, go to our website to make your booking and we'll give you breakfast absolutely free. Go on. Take a break. Visit the Sandy Beach Hotel today.

Questions 7 through 9 refer to the following talk.

[M-Cn] Hi, everyone, and thanks for coming to the first meeting of this year's Summer Event Planning Committee. The Summer Event is a special day each year when all employees and their families gather to have fun. We organize it, and the company pays! Our purpose is to make sure that the event runs smoothly. Last year there were a number of problems, especially with the venue. That's why this year we need to be extra careful and plan things in detail. Obviously, we won't be using the Regent Hotel anymore. I think last year confirmed that it's too small for us these days. We need somewhere outside of the city. The Roosevelt is in the Adirondack Park. It's fifty miles from here, so it's not exactly close, but I've been there to see it and it has excellent facilities. They can also help organize lots of outdoor activities. I think we can negotiate a good rate, too. Anyway, here's their brochure. Take a look and let's talk about it.

Questions 10 through 12 refer to the following speech.

[F-Au] OK, so we have a big night tonight. The restaurant is fully-booked. We have three tables of six all booked for between seven thirty and eight. We also have a group of twelve coming at seven o'clock. That's the Tomlinson's, for a 50th birthday party, I think. Jo and Karen, you'll be looking after them. That'll be a big job. We're going to be busy, so let's get the tables ready now, make sure everything is in place. I'll go and tell the chef. We have half an hour before we open.

Making Inferences

Questions about Attitude p104 Track 94

- [F-Br] Thank you so much to everyone for this wonderful party. I've really enjoyed celebrating my birthday with you all. And I appreciate the effort you put into keeping this a surprise... which it was! I'll certainly remember this day for many years.
- [M-Au] And finally, I really must mention Megan. As you all know by now, Megan won the Jameson contract. It's something we all wanted, and we all tried to win, but only one person can have the contract and Megan is the lucky woman who finally succeeded. She's sure to get a huge bonus at the end of the year. Well done to her.

Questions about Deductions p104 Track 95

- [M-Cn] Your attention please. The parking lot at the front of the company is for customers only. Any employees who have parked there please move your cars to the staff parking lot at the rear of the building as soon as possible. Thank you.
- [F-Am] This isn't the worst situation the company has ever faced, but it isn't good. Our stocks are down again this month. Orders have fallen and soon we'll need to think about restructuring. Hopefully we can get through this.

Mini Test – Making Inferences p104 Track 96

Questions 1 through 2 refer to the following short talk.

[F-Cn] OK everyone. We really must begin now. I know some people are still having lunch, but we can't wait any longer. We're already ten minutes behind, and I have a lot to get through this afternoon. People who arrive late will just have to catch up. If they can't be here on time, then that's their problem.

Questions 3 through 4 refer to the following announcement.

[M-Br] Ladies and gentlemen. It is with great regret that I have to tell you that Carolina Strakovsky, who was due to play for you tonight, cannot perform due to ill health. We have the very talented Claire Whitfield, however, who will play the violin in her place. Claire is a wonderful soloist, but we understand that you came to hear Carolina Strakovsky, and for that reason we are offering a full refund if you go to the lobby and present your ticket after this performance.

Steps to Success p105

Practice 1 Track 97

[M-Am] Welcome to the World of Business. Our main story tonight is the news that Eileen Vicks, C.E.O. of Mundo Medical, is leaving the company to join rival PRC Chemicals. This shocking announcement was made at a press conference just ten minutes ago. Vicks has been at Mundo Medical for more than twenty years, steering the company from early difficulties to become the number two supplier of drugs to the U.S. market. Her departure raises questions of a merger between the two giants.

Practice 2 Track 98

[F-Au] Oh, hi. Lee. It's Christine. Look, I really need you to make that change we discussed to the website. It's been almost four weeks now. I just checked the site ten minutes ago and the wrong telephone number is still given as the Customer Service contact. I can't do this, so I'm relying on you. I sent you an e-mail about it last week but nothing's changed. You need to do this ASAP, today if possible. It's causing problems for our customers. Call me if you need to. Bye.

Practice 3 Track 99

[M-Br] Ladies and gentlemen, good morning and welcome aboard this Eurostar service to London, Waterloo. Please make sure your luggage is labeled with your name and seat number, and doesn't block the aisles. May I also remind you to please place any small bags in the racks above your seat. A buffet service is available on this train. We will be arriving in London at 9:15. For your information, the time in Great Britain is now 8:45. Thank you.

Practice 4 Track 100

[F-Cn] Royal Cinema is located at 95 East 47th Street, in Hartford. These are tonight's features: In theater 1, we will be showing "Walking Proud," a drama about the struggles and ultimate success of a young man's journey to become a famous baseball player. Show times are 4:00, 6:10, and 8:30. In theater 2, we are showing the romantic comedy "Always a Bridesmaid," at 5:00, 7:00, and 9:00. In theater 3, we have the animated feature "Trucks in Space," showing at 2:00 and 3:30. Finally, in theater 4, we have "Metal Music Mania," showing at 10:00 and midnight – a must-see for all rock fans. For other questions, call 555-323-4422.

Practice 5 Track 101

[M-Am] There is no doubt that the Argo 250 is the best vacuum on the market today. It's perfect for all kinds of uses, and works on all surfaces, from carpets and rugs to tiles, wooden floors, and even concrete. Its design means it is not only very effective, but also efficient. The Argo 250 uses less than 50 percent of the electricity of other leading brands. At \$220, you're paying for quality and a lifetime warranty, which means you can be confident in your purchase. We're so sure you'll love it we're offering a one-month "no questions asked" automatic return policy. We'll even pay the shipping. Available at all good department stores now.

Review Test p112 Track 102

Questions 1 through 3 refer to the following announcement.

[F-Am] Attention shoppers. Attention shoppers. The time is now 8:45. This store will be closing in fifteen minutes. Will all shoppers please make their way to the checkout counters and pay for their purchases. Please remember you can visit all our branches every day of the week during our store hours of 8:00 A.M. to 9:00 P.M. And don't forget, tomorrow is Bargain Tuesday, with an extra 10 percent off selected food and drink products throughout the store. Thank you for shopping at SupaSave, where you can find great bargains every day of the week.

Questions 4 through 6 refer to the following short talk.

[M-Br] Well, what a great match that was. Truly remarkable. I'm joined here by both players...Welcome guys. First, congratulations to both of you on what has been an excellent final. I don't think we have ever seen such fantastic tennis here at Wimbledon for many years. That was a spectacular match, one of the longest in the history of this competition, and the fans here in the stadium and those watching at home surely enjoyed it as much as I did.

Questions 7 through 9 refer to the following voicemail message.

[F-Am] Hello, this is Erika. Sorry, but I won't be able to come in to work tomorrow. Andrew is sick and I have to take him to the hospital first thing in the morning. It's not serious, at least I don't think it is, but he'll probably be out of school for a few days. I'll call tomorrow after we get back. Can you please ask Gary to finish the monthly invoices first thing in the morning? They have to be sent out by noon. It's all on my desk in a blue folder. Thanks a lot. I'll call again tomorrow. I have to go now. The doctor's office is calling. Bye!

Questions 10 through 12 refer to the following short talk.

[M-Au] So, this is the office you'll be using. I hope you'll find it big enough. Please make yourself at home. There's a coffee maker in the corner, hopefully it works, and you have a nice view, too. The restroom is down the hall on the left. You should have everything you need. If you have any questions, I'm on the third floor, room 302. You can call me on extension 4530. Now, a client of mine is coming soon, so if that's everything, I'll let you get settled.

Questions 13 through 15 refer to the following report.

[F-Cn] Hello, everyone. Well, today is going to be another beautiful, warm and sunny day in Ontario with temperatures up to 17 degrees Celsius in some parts. Just perfect for this time of year here. A great day to enjoy a walk or a jog in the park. The high pressure will stay with us all day. The only change will be in far northern Ontario, which will see some showers coming in through Thunder Bay in the late afternoon. But no rain at all for Ottawa, Toronto and throughout the rest of the region. By mid-week we could hit 20 degrees!

Questions 16 through 18 refer to the following speech.

[M-Cn] Thank you all for coming today. This is the first of three seminars we'll be having on achieving your potential. Now, you all have different jobs, and have different backgrounds, but one thing you all have in common is the desire to be the best you can be in life. Over the next three hours, we'll be looking at the key principles behind personal growth, and discover ways you can tap into your true potential. After that, it's lunch, and then we'll look at case studies of some famous people who started with nothing, but went on to enjoy tremendous success ... as well as one or two who didn't make it. We'll examine the lessons we can learn, and then wrap up with a question and answer session around five o'clock.

Questions 19 through 21 refer to the following radio report.

[M-Am] This news just in from our business correspondent, Kate Leung, at the World Trade Talks in Geneva, Switzerland. It appears that an agreement has been made to reduce carbon emissions by 30 percent over the next five years. Surprisingly, all the countries attending the talks have now signed and promised to meet this target. This represents a major step forward in the battle against climate change and global warming, which has become an increasing problem in recent years. An official announcement confirming the details is expected within the next sixty minutes. And now, the rest of tonight's news...

Questions 22 through 24 refer to the following advertisement.

[F-Am] Have you had an accident at work? Have you lost money as a result of this accident? Then call Accident Insurance Investigators for help right now. We promise to investigate your claim within a week. You could get a cash lump sum, or a regular payment every month. Making a claim with us is fast and easy. We'll deal with your employer directly. Call now! Call 1-800-555-8598 and find out how much you could get. What have you got to lose?

Questions 25 through 27 refer to the following voicemail announcement.

[F-Br] Thank you for calling Leroy Ashton Auto Supplies. You have reached our Customer Service department. Unfortunately, all of our operators are currently busy answering other calls. Please hold the line. You are currently caller number 5. Your estimated waiting time is fourteen minutes. If you do not wish to hold, press 1 to leave a message. One of our operators will call you back as soon as possible. Thank you.

Questions 28 through 30 refer to the following report.

[M-Am] Good morning. I'm Jack Allbright and welcome to "Best in Show" right here on Capital City Radio. In just a few moments, we'll be speaking to Hamir Sharma, theater critic and chief reviewer for the popular magazine "City Life." I'll be asking him about the best shows in town at the moment, so keep listening for hot tips on what to watch. Then at ten, we'll go to our very own Laura Sharp for the latest music and entertainment news in the region. Finally, from ten thirty to eleven, we'll have a special report on what it takes to make it as a singer in a "fame academy." I'll give you the full picture of the pressure these young people face, how it can affect their health and their lives, and the sacrifices they have to make in order to live life in the entertainment fast lane.

Listening Comprehension Test

Part 1 p115 Track 103

1. [F-Br]
(A) Some bags are on the baggage carousel.
(B) People are unpacking their bags.
(C) The bags are being loaded into an airplane.
(D) The bags are for sale in a store.

2. [M-Au]
(A) He's fixing a chair.
(B) He's holding a hammer.
(C) He's folding some paper.
(D) He's sitting at the table.

3. [F-Am]
(A) They're taking off their hats.
(B) The men are pulling weeds.
(C) Two farmers are feeding cattle.
(D) The couple is relaxing in the garden.

4. [M-Cn]
(A) The man is entering the room.
(B) The room is very messy.
(C) The man is looking outside.
(D) The bed is next to the door.

5. [F-Au]
(A) The hotel guest is checking his bag.
(B) They're standing in a store.
(C) There's a telephone on the counter.
(D) The men are shaking hands.

6. [M-Am]
(A) Children are playing in the park.
(B) The leaves have fallen from the tree.
(C) It's starting to rain.
(D) A house is being built.

7. [F-Cn]
(A) The boots are on the floor.
(B) The samples are in the way.
(C) The shoes are displayed for sale.
(D) Shelves are filled with clothes.

8. [M-Br]
(A) He's rinsing the plates at the sink.
(B) He's exercising in the water.
(C) He's drying the dishes.
(D) He's waiting for more plates.

9. [F-Am]
 (A) They're sitting at the tables.
 (B) They're meeting in a restaurant.
 (C) They're talking together in groups.
 (D) They're listening to a presentation.

10. [M-Au]
 (A) She's helping a patient.
 (B) She's getting into an elevator.
 (C) She's holding a badge.
 (D) She's walking through the doorway.

Part 2 p121 Track 104

11. [M-Cn] What time will Mr. Jameson be here?
 [F-Br] (A) Around four o'clock, I think.
 (B) Yes, I hear it, too.
 (C) He's the sales manager.

12. [F-Au] Do you want to meet in my office or in Room 3?
 [M-Am] (A) Only if there's enough room.
 (B) Yes, that's a good idea.
 (C) Your office should be fine.

13. [M-Br] I can't access the Internet from here.
 [F-Am] (A) I think you need a password.
 (B) Don't you know the address?
 (C) There's a vending machine over there.

14. [M-Am] Do you know who called while I was out?
 [F-Br] (A) I'm going out soon, too.
 (B) They called a few minutes ago.
 (C) Sorry, I didn't get the name.

15. [F-Cn] What presentations did you go to at the conference?
 [M-Au] (A) I gave a talk on time management.
 (B) I didn't go to any, actually.
 (C) I went to the School Administrators conference last week.

16. [M-Br] 16. This coffee is cold.
 [F-Am] (A) Can I get you another?
 (B) I'll turn the heat up.
 (C) It was sold yesterday.

17. [F-Am] What about buying a new computer?
 [M-Cn] (A) We'll need to recruit someone soon.
 (B) We don't need one, do we?
 (C) I didn't realize it was new.

18. [M-Am] Where do you recommend I stay in New York?
 [F-Au] (A) Of course I'd recommend staying in New York.
 (B) Don't spend too much on accommodations.
 (C) The Grand Hotel is a good value.

19. [F-Br] What's the quickest way to the station?
 [M-Am] (A) Yes, the train is very fast.
 (B) I'd take a taxi if I were you.
 (C) You'll get a vacation soon.

20. [M-Au] Who's the new assistant manager?
 [F-Cn] (A) I think Brad started it.
 (B) I have no idea.
 (C) I don't need any assistance, thank you.

21. [F-Am] Do you want to take a break?
 [M-Br] (A) Maybe in half an hour.
 (B) No, I didn't break it.
 (C) I'll have three, thanks.

22. [M-Cn] Whose briefcase is that?
 [F-Am] (A) Yes, I think it is.
 (B) It's not mine.
 (C) I don't know who replaced it.

23. [F-Au] You're new here, aren't you?
 [M-Am] (A) Sorry, I can't.
 (B) A little, yes.
 (C) I started last month.

24. [M-Am] What will you say to the staff?
 [F-Br] (A) I'll tell them the truth.
 (B) In the first half.
 (C) That's what they say.

25. [F-Cn] Where can I park when I arrive?
 [M-Au] (A) Parking is free of charge.
 (B) The park is next to the post office.
 (C) There should be spaces out front.

26. [M-Br] Has the mail been delivered yet?
 [F-Am] (A) It's for women only, I'm afraid.
 (B) Nick put it on your desk.
 (C) I only ordered it last week.

27. [F-Am] You're not happy with my work, are you?
 [M-Cn] (A) No, it worked fine.
 (B) I like working here.
 (C) You make too many mistakes.

28. [M-Am] Didn't they give you a raise?
 [F-Au] (A) I'm still waiting to hear.
 (B) She was absolutely amazed.
 (C) There was none left.

29. [F-Br] How much was the flight?
 [M-Cn] (A) It was delayed two hours.
 (B) I paid two hundred dollars.
 (C) I'll fly there tonight.

30. [M-Au] Can't you leave early?
 [F-Cn] (A) I left it here this morning.
 (B) I feel very relieved.
 (C) Not before six, I'm afraid.

31. [F-Am] So, how do you like Australia?
 [M-Am] (A) It's a very friendly place, actually.
 (B) Yes, I'd like to go on a trip.
 (C) I grew up in Sydney.

32. [M-Cn] Tomorrow's your birthday, isn't it?
 [F-Am] (A) I didn't know that!
 (B) It was a fantastic day.
 (C) How do you know that?

33. [F-Au] How many days did you spend in Florida?
 [M-Am] (A) It cost over a thousand dollars.
 (B) We were there for a week.
 (C) The first day was the best.

34. [M-Am] Do you want coffee or tea?
 [F-Br] (A) Yes, that sounds great.
 (B) That's not what I asked for.
 (C) I'm not thirsty, thanks.

35. [F-Cn] Haven't you finished the report yet?
 [M-Au] (A) I'm leaving at the end of the week.
 (B) The imports will be here soon.
 (C) I need another two days.

36. [M-Am] I'm not feeling too good today.
[F-Am] (A) Do you want to take the afternoon off?
(B) I don't feel like it, either.
(C) Yes, today's been a good day.

37. [F-Am] Shouldn't you book a hotel soon?
[M-Cn] (A) No, it's not a very good book.
(B) I've already reserved a room.
(C) The hotel opens next week.

38. [M-Am] Which college did Naomi say she went to?
[F-Am] (A) She graduated from Princeton.
(B) No, she didn't say.
(C) She left college in 2011, I think.

39. [F-Br] You didn't give the customer her money back, did you?
[M-Am] (A) The money is at the back of the store.
(B) The customer paid full price.
(C) She got a full refund.

40. [M-Au] Why didn't you tell anyone you needed help?
[F-Cn] (A) No, I shouldn't tell.
(B) I didn't want to cause any trouble.
(C) I'll help as much as I can.

Part 3 p122 Track 105

Questions 41 through 43 refer to the following conversation.

[M-Cn] Hello. Can I speak to Lucy Michell, please? Extension 429.
[F-Am] Extension 429. Just one moment... I'm afraid the line is busy.
Do you want to leave a message?
[M-Cn] Yes, please. Can you ask her to call David Ward at Greenbay Solutions, as soon as possible? It's about the samples she sent. She knows my number.
[F-Am] Certainly. I'll pass this message to her once she's free.

Questions 44 through 46 refer to the following conversation.

[F-Am] How are we going to get all these filing cabinets, tables, and chairs over to the new building? It'll take ages to carry them over there by ourselves. I checked with the Maintenance department and they don't have anyone who can help.
[M-Cn] Hmm. We need to do it soon. Maybe we could hire a truck? I know it's not far, but it might be quicker.
[F-Am] That's not a bad idea. I can find out how much it'll cost this afternoon, if you want me to.
[M-Cn] OK. I'll wait to hear from you and then we can make a decision.

Questions 47 through 49 refer to the following conversation.

[F-Cn] Hi, Joseph. I was thinking of going to lunch now. Do you want to come?
[M-Br] Where were you thinking of? I haven't prepared this week's sales report yet, so I don't have much time.
[F-Cn] How about the French place on the corner near the bus station. They're pretty quick, and the food's very tasty. You can just have a sandwich.
[M-Br] OK, that sounds good. You go ahead and I'll be along in a minute.

Questions 50 through 52 refer to the following conversation.

[F-Cn] Are all the passengers on board yet? We're due for take-off in ten minutes.
[M-Br] I just counted and we're still waiting for two more. Apparently, they've passed through Customs, so they should be here soon. Their bags are already loaded.
[F-Cn] OK, I'll tell the captain. They'd better hurry up because we can't wait much longer.

Questions 53 through 55 refer to the following conversation.

[M-Am] Look at this! These desks are covered in dust, and there's paper all over the floor. I don't think this room has been cleaned at all in the last month.
[F-Am] I know. And it's not even that big! I had a word with Andy last week and he said he'd do it.
[M-Am] Well, I'm sick of it. I think we'll have to get rid of him and find someone else. He can't seem to keep anything clean. Let's advertise for a new cleaner.

Questions 56 through 58 refer to the following conversation.

[F-Am] Did you hear we got the Jefferson contract last week? That makes five big contracts so far this month. It's a record.
[M-Cn] Yes, we've been working hard for a long time, and now we're starting to see the results. You know, I think the sales team all deserve a reward.
[F-Am] Really? What are you thinking of? A pay raise? An extra day's vacation?
[M-Cn] No, but maybe I'll give them a small bonus. Say, three hundred dollars each this month?

Questions 59 through 61 refer to the following conversation.

[F-Cn] It looks so dark and depressing here, doesn't it? What can we do to brighten it up?
[M-Au] Well, we could put more lights in, I suppose. There are some in the meeting room upstairs we don't really use. They might look OK over there by the entrance.
[F-Cn] Yes, that's a good suggestion. There's lots of space. Let's do that tomorrow. I'll go to a garden center on Saturday and buy some plants for the coffee table and the desk, too.
[M-Au] Hmm. That would help make a better impression for visitors.

Questions 62 through 64 refer to the following conversation.

[F-Cn] Joanne Masters said she'd call today, but she hasn't. It's five o'clock already. Do you think I should call her?
[M-Am] Yes, go ahead. Tell her I can't start on the first floor rooms until she decides what color she wants for the ceilings and walls.
[F-Cn] OK. We haven't received payment for the work you did for her last month, you know.
[M-Am] Really? It took a long time to do those doors and windows. Tell her we need that money first before we do the offices. She needs to learn we can't wait forever.

Questions 65 through 67 refer to the following conversation.

[M-Au] The price is very reasonable, I think. The fish is OK. How's your pizza?
[M-Br] It's tasty. I haven't had a vegetable one before. It was a good idea to meet up here.
[M-Au] We haven't seen each other for ages, have we?
[M-Br] That's right. It must be over three months. So, how have you been? How are things at work?

Questions 68 through 70 refer to the following conversation.

[F-Cn] What should we do about this place? The roof leaks in the bathroom when it rains and the windows won't close. It's freezing in there!
[M-Au] Yes, I know. We could call someone to fix it, but it'll be expensive. I don't know if we can afford it.
[F-Cn] How can you say that we can't afford it when you don't know how much it will cost? At least let me get someone in to take a look and give us a price for the repair.
[M-Au] OK. I suppose we have to do something. I just hope it doesn't cost too much.

Part 4 p125 Track 106

Questions 71 through 73 refer to the following broadcast.

[M-Am] Hello. I'm Tom Chan, bringing you the weather here on WTNC. And now, the forecast here in beautiful Saratoga. Wednesday will be mostly sunny with temperatures around 53 degrees and a calm wind, no more than ten miles per hour. A cold night, though, with temperatures falling to 35 degrees. Thursday will be wet, with a 40 percent chance of showers in the daytime. However, there will be sunny periods, and temperatures should again be in the low fifties. Showers very likely overnight and certainly into Friday, which will be mostly cloudy with a 70 percent chance of rain. So, get those umbrellas ready, folks. You'll need them!

Questions 74 through 76 refer to the following announcement.

[F-Au] Your attention please. This is a passenger announcement. Will passenger Riccardo Tomaselli, that's Mr. Riccardo Tomaselli, passenger for National Airlines flight VL318 to Sydney, please proceed directly to Gate 34. The flight is about to depart. This is the final call for flight VL318 to Sydney. This gate will close in five minutes. Thank you.

Questions 77 through 79 refer to the following talk.

[M-Cn] So, hopefully you can see from that short presentation that Candie Communications has a great deal of experience in this field. We are experts at market research, and have worked with governments, large corporations, and other institutions. We look forward to the opportunity to design and deliver a market research program suitable for your needs here at Ablewright Industries. I am sure that my team and I can gather plenty of quality data to help you learn more about your customers, so you can meet their needs successfully and prosper as a result. Now, does anyone have any questions?

Questions 80 through 82 refer to the following talk.

[F-Br] We're about to begin our brief tour. It takes twenty minutes, and we'll start with the editorial and design departments, then move on to the print room, where you can see how books are printed from enormous rolls of paper. After that, we'll go through to the shipping room, where all the books are boxed up and made ready for delivery. We'll end in the museum, where we have an interesting exhibit about our company, from its origins to the present day. Please do make notes as you go along, and if you have any questions just ask. I want to make sure that the articles you all write are accurate! Can I please ask you first to leave all your bags at the reception desk over there, and then we'll begin.

Questions 83 through 85 refer to the following advertisement.

[M-Am] In business today, it's vital to keep up with the very latest business trends. Get the edge. Get ahead. Get Business International. Enjoy up-to-the-minute analysis of all the important business matters of the month. Read in-depth articles and interviews with today's leading business experts. Get your subscription to Business International today. Just \$89 gets you twelve issues, delivered monthly. Or, buy a copy from your local retailer at \$9.99 per issue. Oh, and did I mention the special offer? Subscribe for two years and get a free luxury ballpoint pen worth twenty dollars, and we'll pay the shipping! To get your subscription to Business International, call 1-800-555-8956, or go online at www.businessinternational.com. Don't be left behind.

Questions 86 through 88 refer to the following speech.

[M-Au] For those of you who don't already know, it is with great regret that I have to announce that Emma Wilkins has decided to step down from her position as Guest Services Manager. Emma has worked here for over ten years, and has made

a significant contribution to the business, especially in organizing corporate events and developing our conference business. Emma's last working day will be Friday, the 27th. As department heads, please communicate this news to your staff. Emma will be taking on a new position as Facilities Services Manager at Marston Convention Center, and we wish her every success in her new role. Her successor has not yet been appointed, but as is our normal custom at Waterford Hotel, we want to fill this position by promoting from within. Anyone interested in this opportunity, please e-mail Human Resources within the next two weeks.

Questions 89 through 91 refer to the following recorded message.

[F-Am] Thank you for calling Far Out Enterprises. Your call is important to us. All our customer representatives are currently busy attending other customers. If you know the extension you are calling, please dial now. Otherwise, please continue to wait and a customer representative will be with you shortly. Did you know you can also make flight reservations, book hotel rooms, and much more via our website? So why not visit us at www.faroutenterprises.com. Alternatively, please hold. Your position in the line is five and your estimated wait time is eleven minutes.

Questions 92 through 94 refer to the following short talk.

[M-Br] Thank you all for coming in early. I know it was short notice, but an emergency has come up. I've just heard that an inspector from the Department of Health will be visiting us this afternoon to assess health and safety requirements. Apparently, a member of the public has complained about a fingernail found in their soup last week. So, we need the kitchen cleaned from top to bottom, and all the tables, chairs, cutlery, and so on have to be spotless. The storage room must be straightened up, and the staff lounge, too. Everything must be clean. Is that clear? It's ten now, and they're arriving at one, so let's get started immediately.

Questions 95 through 97 refer to the following talk.

[F-Au] The last item on the agenda is this year's charity fundraising event. We've had lots of ideas, as always. Eight very imaginative ones, to be precise, from running a marathon to all having our heads shaved, but the most suitable seems to be a sponsored car wash. There are fourteen other companies on this site, so that means a lot of cars. If we each use part of our lunch hour every day for a week to wash as many cars as we can, we might break last year's record of \$790. We'll charge \$10 for each car washed, and all the money made will go to the Queensland Children's Hospital.

Questions 98 through 100 refer to the following talk.

[F-Am] Welcome to "In the Know" with me, your host, Amanda Ridgely. The breaking news of the day is the collapse of Brinks Machinery in Springtown. The President, Steve Chadley, told reporters this morning that the company would stop operations at the end of the month. Blaming cheap imports from overseas, Chadley confirmed that the entire factory would be closing. Over four hundred people are expected to lose their jobs. The news has come as a great shock to the town, which has been home to Brinks for over fifty years.

Practice Test 1

Part 1 p269 Track 107

1. [F-Br] (A) They're entering a building.
(B) They're walking on the grass.
(C) They're sitting in a circle.
(D) They're relaxing on the beach.

2. [M-Au] (A) The vehicles are parked under cover.
 (B) The man is standing next to the truck.
 (C) The truck is driving down the road.
 (D) The construction worker is lying on the ground.

3. [F-Am] (A) She's working in the kitchen.
 (B) She's washing her hair.
 (C) She's doing the laundry.
 (D) She's picking up some bottles.

4. [M-Cn] (A) The shopping mall is crowded with people.
 (B) The sign shows travelers where to go.
 (C) The passengers are waiting at the gate.
 (D) The flight is about to take off.

5. [F-Au] (A) The man is reading a newspaper.
 (B) The people are asking for directions.
 (C) The woman is wearing sunglasses.
 (D) The tourists are taking a cruise.

6. [M-Am] (A) They're sitting on some benches.
 (B) They're showing people to their seats.
 (C) They're giving a presentation.
 (D) They're arranging the chairs.

7. [F-Cn] (A) He's digging with a shovel.
 (B) He's getting into a hole.
 (C) He's trying on some gloves.
 (D) He's walking in the sunshine.

8. [M-Br] (A) Some people are cycling past a gate.
 (B) The bicycles are leaning against the railing.
 (C) The cyclists are waiting to start a race.
 (D) The bicycles are being collected for repair.

9. [F-Am] (A) He's cooking in the kitchen.
 (B) He's reading a recipe book.
 (C) He's putting a dish in the oven.
 (D) He's serving food to the customers.

10. [M-Cn] (A) Some plates are on the counter.
 (B) The cabinets are being cleaned.
 (C) The plumber is taking a drink of water.
 (D) The man is washing his hands in the sink.

Part 2 p275 Track 108

11. [M-Br] How about having lunch later?
 [F-Cn] (A) Yes, I had lunch late.
 (B) He works as a waiter.
 (C) I'm free around one.

12. [F-Am] Where did you buy that jacket?
 [M-Au] (A) I needed a new one.
 (B) At the shop on the corner.
 (C) Do you mean this tennis racket?

13. [M-Cn] When will you be back in the office?
 [F-Am] (A) Not until Friday.
 (B) I went on vacation.
 (C) I'll give it back next week.

14. [F-Au] Did you hand in the report yesterday?
 [M-Am] (A) I don't like sports very much.
 (B) No, I didn't have time.
 (C) Thank you for your support.

15. [M-Am] Didn't Timothy say he'd be here by ten?
 [F-Br] (A) I heard there are ten people.
 (B) Yes, I think that's right.
 (C) He didn't stay long.

16. [F-Am] If you need any more information, just ask.
 [M-Br] (A) The inflammation is better now, thanks.
 (B) You've been very helpful.
 (C) Yes, ask me anytime.

17. [M-Au] Whose car is parked outside the main entrance?
 [F-Am] (A) If it's red, then it's Andrew's.
 (B) Yes, I think it is.
 (C) Oh no, not again.

18. [F-Cn] What time do you think you'll arrive at the hotel?
 [M-Am] (A) It's on the corner of First and Third.
 (B) We won't have time to stay long.
 (C) Sometime in the early evening, I think.

19. [M-Am] How do you and Stacey know each other?
 [F-Am] (A) Yes, we're good friends.
 (B) We went to college together.
 (C) We've known each other for years.

20. [F-Br] Who's the man in the black suit?
 [M-Cn] (A) Do you think it suits me?
 (B) Yes, he's dressed very formally.
 (C) That's the new vice president.

21. [M-Au] Do you remember when the next seminar is?
 [F-Cn] (A) After lunch in the main hall.
 (B) No, I can't find it anywhere.
 (C) I'll definitely be there.

22. [F-Am] How often did you say you go to the park?
 [M-Br] (A) Hardly ever, because I'm so busy these days.
 (B) I usually drive my car once a week.
 (C) The flowers look beautiful at this time of year.

23. [M-Am] Mr. Lee didn't call this morning, did he?
 [F-Am] (A) Not as far as he knows.
 (B) I saw him two weeks ago.
 (C) Were you expecting him to?

24. [F-Au] Why don't you speak to Liz instead of sending her an e-mail?
 [M-Am] (A) I don't know her number.
 (B) OK, I'll send her an e-mail right away.
 (C) You didn't tell me you'd spoken to her.

25. [M-Cn] They say that the Regent Hotel is the best in the city.
 [F-Br] (A) I'd rather not ask them.
 (B) No, it's to the east of the city.
 (C) Yes, I've heard that, too.

26. [F-Am] Are you ready to leave or do you want to keep working?
 [M-Au] (A) OK, let's do that.
 (B) I want to stay and finish this report.
 (C) I only left because I had to.

27. [M-Cn] The supervisor doesn't want to see me, does he?
 [F-Am] (A) Yes. He said he'll be in his office at one.
 (B) No, he can't swim so well.
 (C) He already met us last week.

28. [F-Au] Don't you have to stop for gas?
 [M-Br] (A) I've had enough to eat, thank you.
 (B) I'll drive to the doctor later.
 (C) No, the tank's almost full.

29. [M-Am] How many delegates came to your presentation?
 [F-Cn] (A) That demonstrates my point precisely.
 (B) There must have been over one hundred.
 (C) There are twelve students in my class.

30. [F-Am] Can you help me move this desk to the other office, please?

[M-Cn] (A) I'm sorry, but I have a bad back.
(B) It's down the hallway on the left.
(C) My brother doesn't need any help.

31. [M-Am] Which one of you forgot to lock the door last night?

[F-Br] (A) One was knocked on the floor.
(B) Greg said it was him.
(C) I'll never forget that.

32. [F-Am] When is Kate and Ryan's anniversary?

[M-Br] (A) It's a week from Monday.
(B) Yes, they're going away for the weekend.
(C) I'll see them at the end of the month.

33. [M-Au] Didn't the chef say our prices would be going up this month?

[F-Am] (A) I like it, but it's too spicy for me.
(B) I guess he changed his mind.
(C) We're selling more rice dishes now.

34. [F-Cn] Are we supposed to meet the designer tomorrow or is it the project manager?

[M-Am] (A) Well, I can't manage everything on my own.
(B) I'm not opposed to borrowing money for this project.
(C) As far I'm aware, we're scheduled to see them both.

35. [M-Cn] Where are the ink cartridges that go with this printer?

[F-Au] (A) Yes, they're the right ones.
(B) They'll be in the storage cabinet.
(C) It's been a very mild winter, that's for sure.

36. [F-Br] Why wasn't Graham at the staff meeting?

[M-Au] (A) The staff are completing it now.
(B) It was at three o'clock in the boardroom.
(C) Apparently, he wasn't feeling well.

37. [M-Cn] Please don't take any equipment without filling out the appropriate forms.

[F-Am] (A) Do you want to negotiate these reforms?
(B) The shipment should arrive any day now.
(C) OK, I'll do my best to remember that.

38. [F-Am] Do you want these brochures printed on white or colored paper?

[M-Br] (A) Whichever is the cheapest will be fine.
(B) Yes, that sounds like a good plan.
(C) The paper covered everything.

39. [M-Am] Which supplier would you recommend?

[F-Cn] (A) I'll inquire first thing tomorrow morning.
(B) I don't intend to order any supplies.
(C) Our regular supplier is the best, I'd say.

40. [F-Au] Where do you think you'll go after the convention finishes?

[M-Cn] (A) I won't go to the convention this year.
(B) I haven't made any plans just yet.
(C) Yes, it should finish soon, I hope.

Part 3 p276 Track 109

Questions 41 through 43 refer to the following conversation.

[M-Cn] Hello. Nigel Travers speaking. Can I help you?

[F-Am] Hello. This is Suzanne Watson here, from Information Technology. I'm just calling to let you know that I've finished writing up the performance improvement plan we did for you, and I'll be mailing the report to you this afternoon. Is that OK?

[M-Cn] Yes, that's a relief, thank you. I was actually expecting it last week.

[F-Am] I know, but as I said in my e-mail it took longer than I expected to compile all the data. I don't think you'll be disappointed with the results, though. You should have it by noon tomorrow.

Questions 44 through 46 refer to the following conversation.

[F-Am] Rob, this is Annie from reception. I'm wondering if you can help us. We're short staffed today, because Lizzie is sick, and the Saratoga Bank representatives will be here in an hour. Do you have time to help us?

[M-Am] Well, I need to make a couple of calls, but I can come down after that. What do you want me to do?

[F-Am] Just give us a hand putting the information sheets into the files. There are two hundred to get through, and we haven't started yet!

[M-Am] OK. I'll be down in five.

Questions 47 through 49 refer to the following conversation.

[F-Am] Angela Adams is leaving next Friday, and we haven't decided what to get for her. Do you have any ideas?

[M-Cn] Hmm. How about a box of chocolates and some roses?

[F-Am] That's not very original, is it? Anyway, we have more money to spend than that. We can go up to five hundred dollars.

[M-Cn] Wow. Well, I guess she has worked here for forty years. Maybe she'd like some new luggage or something?

Questions 50 through 52 refer to the following conversation.

[F-Am] I'd like to send these letters first class, please. They already have stamps on them. And this package as well, to Singapore.

[M-Am] Put it on the scale, please. ... That'll be fifty-eight dollars and fifty cents. That's Priority Mail, so it'll be there in six to ten days.

[F-Am] OK, that's great. I don't have enough cash so I'll pay by card, thanks.

[M-Am] That's fine. I'll just check that all the details are correct first before I take payment.

Questions 53 through 55 refer to the following conversation.

[F-Cn] Look, it's after two already and we're still not on the freeway. We should have taken the train. Can I borrow your cell phone, Joe? I left mine at home this morning, and I really should phone the office to say we'll be late.

[M-Am] No problem. It's in the glove compartment. Yeah. Just slide that button and... yeah...that's the keypad. I'd better keep my eyes on the road.

[F-Cn] Good idea. Oh no! It says there's no reception. It must be the mountains.

[M-Am] Don't worry. Just another five minutes or so and we'll be through them. It should be OK then.

Questions 56 through 58 refer to the following conversation.

[F-Am] Hello. This is Pauline Connelly from KL Plastics? I came over earlier today to look at the offices on Commerce Drive. Number 54.

[M-Am] Oh yes, Ms. Connelly. Good to hear from you. I remember, 54 Commerce Drive. We've had a lot of interest already in that property. Have you had enough time to make a decision?

[F-Am] Yes, and I'm afraid we won't be going ahead. The location is perfect, and there's enough office space for us there, but the price is rather high. I mentioned it was a concern at the time and after going through the figures, it just doesn't work for us financially, I'm afraid.

[M-Am] Oh, that's too bad. I could contact the owner if that would help, and maybe ask if there's any room for negotiation. Let me see... it's two hundred thousand, right? How does one hundred eighty work for you?

Questions 59 through 61 refer to the following conversation.

[F-Au] May I help you, sir?

[M-Br] Er, yes. I don't think I'm lost, but can you tell me what floor HSC Dental is on, please? I'm sure this is the right place, but I can't see their name on the directory over there.

[F-Au] Well, they only moved in last week and we haven't added their name to the list yet. They're on the fifth floor. You can take the elevator over there. When you get out, turn left and they're at the end on the right. I can call them to say you're on your way, if you wish.

[M-Br] That would be good, thank you. Please tell them Mr. Thomas has arrived for his appointment.

Questions 62 through 64 refer to the following conversation.

[F-Am] Oh no! I just got another e-mail from Telco Phone Systems saying the fax I sent didn't go through. I can't understand it. I sent them the same order form three times already. I'm sure there's nothing wrong with our fax machine.

[M-Cn] Well, I just sent a fax half an hour ago without any trouble. The problem might be at their end. Maybe you should call and ask them for a different fax number?

[F-Am] No, I can't have this drag on all day. I'll just have to scan the form and e-mail it to them, I suppose. I wish they could use their equipment properly.

Questions 65 through 67 refer to the following conversation.

[M-Am] Hello. Can I have a round trip ticket to Boston please, leaving early tomorrow if possible?

[F-Am] OK. Let me see... Portland to Boston... We have a train departing at 9:05. That's direct. It takes two and a half hours and a regular reserved seat will cost you nineteen dollars.

[M-Am] I'd like to go business class, please, and come back early evening sometime.

[F-Am] OK, business class is eight dollars extra. Coming back I can do a 5:40, gets in at 8:10. So, that'll be twenty seven dollars each way. One round trip on the Downeaster to Boston, business class. How would you like to pay?

Questions 68 through 70 refer to the following conversation.

[F-Cn] You're not wearing that old shirt tonight, are you Steve? The collar's all worn and there's a button missing in the middle. I thought we were going to a formal dinner.

[M-Am] Yes, we are. It's the company's annual award ceremony. But I spilled some sauce on my best shirt last night at the welcome reception, and I don't have another white one. This is it, I'm afraid.

[F-Cn] Well, you can't go dressed like that. Look, it's only six o'clock. Why don't you drive down to the mall and buy a new one. It'll only take twenty minutes so you should still have time to get dressed before the taxi arrives.

[M-Am] I guess you're right. You stay here and wait for the babysitter. I'll be as quick as I can.

Part 4 p279 Track 110

Questions 71 through 73 refer to the following speech.

[M-Am] Ladies and gentlemen, on behalf of the Eastern Business Forum, I'd like to start by saying what a great idea this Awards Ceremony event is. It is a wonderful way to recognize achievement among this region's entrepreneurs, and the publicity it has attracted is definitely a bonus. Now, the first award is "Internet Entrepreneur of the Year." As you know, the Internet is increasingly important to even the smallest businesses, opening up the prospect of attracting additional customers both nationally and internationally. The growing acceptance of shopping online has produced a revolution, and we all need to embrace this. So it is with great pleasure that I can announce that this award – "Internet Entrepreneur of the Year" – goes to a local company that has shown great success in this area. And now, for her achievements in developing the online fresh flowers market, the award goes to... Mrs. Deborah Sumner of Fresh-To-Your-Door.Com!

Questions 74 through 76 refer to the following announcement.

[F-Am] Good afternoon ladies and gentlemen. This is a customer announcement. To celebrate the opening of this store, we have some great offers for you all week, including up to fifty percent off all seasonal fruit and vegetables. Go to the fruit and vegetable aisles now for up to 50 percent off peas, carrots, strawberries and lots more! In our frozen food section we are also offering buy one get one free on all brands of ice-cream. Now that's a bargain! Remember, we can now deliver your shopping free of charge for anyone spending over one hundred dollars. Just complete an application form at the customer service desk and let us take your shopping home for you! Thank you for shopping at EZMart, where you can buy more for less.

Questions 77 through 79 refer to the following voicemail message.

[F-Au] Hello, this is a message for Dr. Peter Night's secretary. My name is Carla Johnson from Business Life magazine. I would like to arrange a time to come and interview Dr. Night about his latest book, The Culture of Business, which was published last week by Harcourt Press. I read this over the weekend and found it fascinating. I'm sure some of the points he raises would interest our readers and so I'd like to write an article on it for our magazine. My number is 555-203-9215. It's Monday today so if this is possible, can you please get in touch with me by the end of the week to arrange a suitable time for me to come over? It shouldn't take longer than an hour. Thank you very much.

Questions 80 through 82 refer to the following talk.

[M-Cn] Thank you, everyone for coming to tonight's Question Time event. As you know, this is the first event of its kind we have organized, so we all feel very excited and hopeful that it will prove productive. Bill Sissons, our Chairman, is here, along with other members of the Board, all waiting to answer your questions openly and honestly. Can I start by saying it is wonderful that so many of you have stayed behind to take part. Feel free to ask any question you want on any matter related to the management of the company. Positive and negative comments and observations are also welcome. The purpose is to help us identify what the company is doing well, and what it's not doing well, so we can all work together to improve procedures and ultimately increase our productivity! Please direct all questions to me first, and I will then choose suitable members of the panel to give an answer. Now, can I have the first question, please?

Questions 83 through 85 refer to the following advertisement.

[F-Am] Do you need a break? Want to go somewhere hot and sunny? Then book your next vacation with Betts Travel. We offer the best deals to hot locations all over the world... because we're North America's number one travel specialist, whatever you're after, we have it, and at a price you can afford. Travel to Egypt to see the amazing pyramids for just \$1700, or go on an African safari for \$1500! Stay on one of the spectacular islands of the Adriatic for as little as \$2000 for a two-week, all-inclusive package, or for budget travelers, simply relax on some of the world's finest beaches in Spain from an amazing \$500 per week. Save, save, save with Betts Travel. If you don't have a particular destination in mind, then book one of our famous "last minute" deals and save up to 50 percent off the regular price. Save big when booking your flights, hotel and car with us. Book online now and we'll give you a free travel bag. Or call our team at 1-800-555-7104. That's 1-800-555-7104. Remember, these deals are not available through any other travel agent. Life is short, so get in the sun now... with Betts Travel.

Questions 86 through 88 refer to the following recorded message.

[F-Am] Welcome to Serpentine Medical. Please select from the following options. For appointments, or to speak to a receptionist, press 1. If you have a question about your medication and it is between nine A.M. and five thirty PM., press 2. If your call is urgent, and you require immediate medical attention, press 3. If you need urgent medical attention outside of normal office hours, please visit the nearest emergency room, or call 482-555-1010 for information on how to contact our after-hours emergency services. For any other inquiries, please hold. Your call will be answered shortly. Please note, our baby clinic for new mothers is now on Wednesdays. There is no need to make an appointment for this service. Thank you.

Questions 89 through 91 refer to the following announcement.

[M-Au] Good morning passengers. This is your captain speaking. I'd like to welcome you all aboard this FlyRight 215 service to Adelaide. We're currently cruising at an altitude of 30,000 feet, and the time now is approximately 7:15 A.M. Please do take a moment to look through the safety brochure, located in the seat pocket in front of you. Very shortly we will be playing a safety demonstration video. For safety reasons, I would ask that you keep your seatbelt fastened throughout the flight. Once we are underway, in around thirty minutes the cabin crew will of course be coming round to serve you a selection of hot and cold drinks and light snacks. The weather in Adelaide is eleven degrees centigrade, partly cloudy, with a light westerly wind, but it should be a few degrees warmer with sunny skies when we land. That will be in approximately two hours' time, so, for now, please sit back, relax, and enjoy the flight.

Questions 92 through 94 refer to the following report.

[M-Am] Results of a survey published today reveal that employers are optimistic about hiring prospects for the coming year. The survey, carried out by the ManManagement Group, found that increased demand for products and services means that employers are now looking to take on more personnel. Despite evidence that the nation's economy is still in recession, nearly 75 percent of the 12,000 employers who responded to the survey said they expected to increase staffing levels in the coming quarter. This is welcome news, as the U.S. net employment outlook, which subtracts anticipated job cuts from jobs created, is now posting a positive figure. Most demand will be in construction, although finance, manufacturing, and retail sectors will also benefit.

Questions 95 through 97 refer to the following speech.

[M-Br] I'd like to take a few moments if I may to introduce Nicola, who is our new stockroom manager. Nicola comes to us with over five years' experience in warehouse and stockroom management. Previously, she worked at Simmons Retail, and I'm sure her knowledge of stockroom systems will help us all. Nicola will be applying her experience to make improvements that are essential for us as we aim to double our store portfolio over the next two years. She's not only new to the company, but also new to Baltimore, so before we begin our dinner, I'm sure you'll all join me in wishing her a very warm welcome to Wallace & Sons.

Questions 98 through 100 refer to the following talk.

[F-Am] OK, so here we are now on the second floor, and on the right here you can see the International Student Services department. Their job is to guide you through the registration process. They'll also help with visa requirements, and your health and housing needs. Oh, and that's where you go for your job placement assignment. As you know, work experience is an important part of all our business programs here. Before you choose where to work, you'll discuss options with a Guidance Counsellor. They'll help you determine your education goals, give you advice on which work experience

schemes might be most suitable, and help with any extra language training or work skills you might need. Up on the next floor is the Dean's Office, and also the Financial Services department where you pay your fees. Oh, I nearly forgot... next to the elevator on the wall over there is the college bulletin board. Check that regularly for further details and special events, things like that.

Practice Test 2

Part 1 p309 Track 111

- [F-Br] (A) He's adjusting his tie.
(B) He's clearing dishes from a table.
(C) He's checking the time.
(D) He's taking salad from a bowl.
- [M-Au] (A) The cashier is serving a customer.
(B) The women are buying some coats.
(C) The shoppers are leaving the store.
(D) The workers are cleaning the counter.
- [F-Am] (A) She's watching the news.
(B) She's watering a plant.
(C) She's reading a newspaper.
(D) She's opening a book.
- [M-Cn] (A) The chairs are stacked in a corner.
(B) The exam is almost finished.
(C) The desks are arranged in rows.
(D) The class is about to start.
- [F-Au] (A) He's getting tools from a box.
(B) He's putting on his jacket.
(C) He's checking the rules.
(D) He's trying on some socks.
- [M-Cn] (A) They're writing on the board.
(B) They're standing side by side.
(C) They're getting clubs from the carts.
(D) They're playing a round of golf.
- [F-Cn] (A) The men are feeding the dogs.
(B) The dogs are wearing vests.
(C) The pets are behind the display.
(D) The people are raising money.
- [M-Br] (A) Some people are climbing trees in the park.
(B) The man is carrying a ladder over his shoulder.
(C) The ladder is resting against a tall tree.
(D) The construction workers are taking a break.
- [F-Am] (A) They're looking for fish in the water.
(B) They're trying to stay afloat.
(C) They're taking a trip by boat.
(D) They're swimming in the river.
- [M-Am] (A) He's putting away his guitar.
(B) He's walking out of the store.
(C) He's playing music in a band.
(D) He's standing on the sidewalk.

Part 2 p315 Track 112

- [F-Br] What was your reason for not accepting the plan?
[M-Am] (A) I couldn't agree more.
(B) No, I didn't plan anything.
(C) I felt it was too expensive.
- [M-Au] When did you start work this morning?
[F-Cn] (A) It's not far, so I usually walk.
(B) About an hour ago.
(C) I'll be there by nine

13. [F-Am] Is that a new computer?
 [M-Am] (A) Yes, I got it yesterday.
 (B) Blue's my favorite color.
 (C) I knew it was complicated.

14. [M-Cn] I think James is on vacation.
 [F-Am] (A) No, he's in France on business.
 (B) He lives near the station.
 (C) That's a good idea.

15. [F-Au] Can't you read that sign?
 [M-Br] (A) I signed it right away.
 (B) The writing's too small.
 (C) I don't like the design.

16. [M-Am] How do you know Danielle?
 [F-Cn] (A) Yes, I do.
 (B) We work together.
 (C) She's very talented.

17. [F-Am] Who's prepared to work late tonight?
 [M-Au] (A) Yes, the report is all prepared.
 (B) Is it eight already?
 (C) Charlie said she would.

18. [M-Cn] Would you mind answering the door?
 [F-Au] (A) Not at all.
 (B) I'm afraid I don't know.
 (C) What did you have in mind?

19. [F-Am] Which of these reports have you seen?
 [M-Am] (A) I don't know any reporters.
 (B) Sorry, I didn't clean any of them.
 (C) Just the latest one, actually.

20. [M-Br] How did the test go?
 [F-Am] (A) I think I did OK.
 (B) Yes, it went yesterday.
 (C) It's still here.

21. [F-Br] Do you know what time the train leaves?
 [M-Cn] (A) Sorry, I don't have the time.
 (B) In about five minutes.
 (C) The leaves are all gone.

22. [M-Au] Is it casual or formal dress tonight?
 [F-Am] (A) That dress looks great.
 (B) I think it's tomorrow.
 (C) Jeans are OK.

23. [F-Cn] Helen didn't ask to see me, did she?
 [M-Br] (A) She didn't see anything.
 (B) No, don't ask her.
 (C) I'm really not sure.

24. [M-Am] What do you think we should do?
 [F-Br] (A) Yes, I think we should.
 (B) Don't ask me.
 (C) I thought so, too.

25. [F-Au] The mail has just arrived.
 [M-Am] (A) Is there anything for me?
 (B) No, it's for women only.
 (C) Can he wait another hour or so?

26. [M-Br] Why is Noriko leaving early today?
 [F-Am] (A) She has a doctor's appointment.
 (B) Sorry, I was late too.
 (C) I don't know where she lives.

27. [F-Br] What's your schedule like for next week?
 [M-Am] (A) I was traveling all week.
 (B) Monday is not too busy.
 (C) I'd like that a lot, thank you.

28. [M-Cn] Don't you ever get tired of doing the same thing?
 [F-Au] (A) No, I enjoy my job.
 (B) I think the same, too.
 (C) The tires look similar to me.

29. [F-Am] How much profit did we make on the deal?
 [M-Am] (A) We lost the cards on the train.
 (B) Around five thousand dollars.
 (C) The cost of steel has risen.

30. [M-Am] Could you tell me where the reception is, please?
 [F-Am] (A) We had a warm reception.
 (B) It's in the main hall.
 (C) There can be no exceptions.

31. [F-Cn] Who else attended the meeting?
 [M-Br] (A) What else could I do?
 (B) It starts at four.
 (C) Tina and Geoffrey were both there.

32. [M-Au] What does Tom think about the reorganization project?
 [F-Cn] (A) Next Friday should be fine.
 (B) Yes, I think he does.
 (C) He supports what we're doing.

33. [F-Au] Does the company have a website?
 [M-Cn] (A) It's not online yet.
 (B) Thanks for joining me.
 (C) Sightseeing is part of the package.

34. [M-Am] Have you found your camera yet?
 [F-Br] (A) Yes, I'll get a digital one.
 (B) No, I've looked everywhere.
 (C) It's a very good camera.

35. [F-Cn] We have no more copy paper left.
 [M-Am] (A) Your coffee is on the desk.
 (B) No, it's not on the left.
 (C) I ordered some last week.

36. [M-Br] Will we be expanding the supply room soon?
 [F-Am] (A) He's standing over there.
 (B) I don't think we can avoid it.
 (C) Please store it in your room.

37. [F-Am] You need to check all the statistics included in this report.
 [M-Cn] (A) Are you sure that's necessary?
 (B) Yes, they're all in the report.
 (C) Thank you for checking.

38. [M-Am] Will you get paid at the end of the month?
 [F-Au] (A) I hope so.
 (B) Yes, I'd prefer that.
 (C) The end of the month is fine.

39. [F-Br] What did you have for lunch?
 [M-Am] (A) OK, let's go to the cafeteria.
 (B) I'll be ready at one.
 (C) A ham sandwich and a coffee.

40. [M-Au] Can you fax the application to me?
 [F-Am] (A) The tax was unacceptable.
 (B) I'm full of admiration.
 (C) I'll do it right now.

Part 3 p316 Track 113

Questions 41 through 43 refer to the following conversation.

[M-Cn] I just got a call from Mr. Sykes at Capital Investments. He says he left his jacket in Conference Room 4 after the meeting on Friday afternoon. Has anything been handed in over the weekend?

[F-Am] Not as far as I know. There's nothing at the reception desk, anyway. We put any lost property we find under the counter, here in this box... It's empty, see?

[M-Cn] Hmm. The night cleaners would have found it if it was still in the room, I guess.

[F-Am] Yeah, that's right. I don't think we have it. Unless Andy found it when he opened up this morning. Let me give him a call and check.

Questions 44 through 46 refer to the following conversation.

[F-Am] Alex, can you give me a hand with this projector, please? I can't seem to get it to work, and my presentation is supposed to start in twenty minutes.

[M-Am] Sure. It looks like you've plugged it into your computer correctly, so what's the problem?

[F-Am] Nothing comes up on the screen. All the lights are green, but the screen is blank. I've reset it three times already.

[M-Am] Oh, right. It did this with me last week, actually. It can't be the batteries. I think the cable might be loose. You need to check if everything is tight enough.

Questions 47 through 49 refer to the following conversation.

[F-Cn] Hello. How may I help you?

[M-Am] Hello. I'd like to book a double room for two nights from the 21st of this month, please. Do you have anything available?

[F-Cn] I'll check for you. Two nights from the 21st.... yes, we have a deluxe room available. It'll be \$220 per night, including breakfast. Would you like to go ahead with this?

[M-Am] Hmm. It's a little more than I wanted to spend. Do you have a standard double instead?

Questions 50 through 52 refer to the following conversation.

[F-Am] How are things going in London, Geoff? You've been there for six months now, so I guess you're getting used to it.

[M-Au] Yes, I love it there. I mean, the weather is awful, of course, but the job is going well and I seem to get along with all my coworkers.

[F-Am] That's good to hear. So, are you staying in New York for long, or do you have to get back after the conference?

[M-Au] I'm here for a week, then stopping off in Hong Kong for a few days on my way back.

Questions 53 through 55 refer to the following conversation.

[F-Cn] I thought that meeting went very well. They certainly seemed interested in what we had to say, didn't they?

[M-Am] Yes, I suppose so. But Dr. Kobayashi wasn't there. He's the President, and that means he's the one who makes all the decisions. I doubt they'll get back to us with an order just yet.

[F-Cn] What? You mean we'll have to come back again. That'll be three times this year.

[M-Am] I know, but if that's what it takes to get an agreement signed then that's what we have to do. We really have no choice.

Questions 56 through 58 refer to the following conversation.

[F-Cn] Hello, Chris. This is Sue Hayward at Dominion Insurance. I was just wondering how the new brochures were coming along?

[M-Au] Oh, hi Sue. Well, we got the files OK. Thanks for sending them. Unfortunately, we've had a problem with our main printing press here. I'm still waiting for it to be resolved. We have a lot of jobs backed up and yours is one of them, I'm afraid.

[F-Cn] That's a shame. When I called last week I said we needed these for today, didn't I? It's urgent. We have a big shipment ready to go and we need to include these brochures before we can send it.

[M-Au] I understand. Like I said, there's a problem with the press. My hands are tied until it's fixed. I'll put your job at the top of my list, though. It should be done sometime this afternoon, hopefully.

Questions 59 through 61 refer to the following conversation.

[F-Au] I'm off to Paris tomorrow. It's the final seminar in my European Business course, remember, so you'll have to look after the sales accounts yourself while I'm gone. I'll be back on Friday.

[M-Cn] OK. Do you want a ride to the airport? I can take you there if you like. The subway is closed for repairs, so there'll be no trains, and it'll be quicker than taking the bus.

[F-Au] No, that's alright. I already booked a cab. Oh, can you e-mail Mr. Gibson while I'm gone? I think he's ready to place another order.

Questions 62 through 64 refer to the following conversation.

[F-Am] OK, so that's one club sandwich special, a glass of fresh orange juice, and a bag of salted nuts. Will that be everything?

[M-Am] Yes, I think that's it. Thank you. Oh, er, how much is it?

[F-Am] That'll be \$17. I've added it to your bill, so just pay when you check out. Someone from room service should bring it to you in about ten minutes. Thank you for your order, Mr. Jackson.

[M-Am] Thank you. Bye.

Questions 65 through 67 refer to the following conversation.

[M-Am] Do you know why we haven't been able to get online all day, Joanne? I have e-mails I need to answer, and orders to process.

[F-Am] I checked with our technical guys at the main office and they said it has nothing to do with them. It's the Computing Department in Seattle, apparently. They made a mistake during routine maintenance last night.

[M-Am] Well, do they have any idea when we'll get back online? It must be costing us a fortune in lost sales.

[F-Am] No. They said they were working on it, but they don't know how much longer the systems will be down. I know it's inconvenient, but you'll just have to try to be patient.

Questions 68 through 70 refer to the following conversation.

[M-Br] There's a Mr. Dawson for you on line 3. He said he called last week about some marketing supplies, but you didn't reply.

[F-Cn] Oh no. Not him again. He's e-mailed me at least three times. Can you tell him I'm in a meeting and can't talk right now? Ask him to send a catalogue, that's all.

[M-Br] OK, but he says there's a special going on right now . . . 50 percent off brochures and calendars. We need some more, you know.

[F-Cn] Yes, I know. But it's six o'clock already. I really need to go. Oh, OK. Put him through.

Part 4 p319 Track 114

Questions 71 through 73 refer to the following talk.

[M-Am] Welcome everyone, to the first talk in our series on Sustainable Tourism in the 21st Century. Tonight we start with a very special guest speaker, Dr. Brenda Hartley. As many of you here know, Dr. Hartley has championed the cause of sustainable tourism for over thirty years now. She began as a student activist, taking part in demonstrations against the social and environmental impact of tourism on indigenous cultures in South America and Africa. Today, she chairs a United Nations task force assessing the economic impact of tourism around the world. She is perhaps best known as the author of the "Act Now" books, in

which she encourages not only the world powers to take action, but also each of us as individuals. Ladies and gentlemen, without further ado, please join me in welcoming tonight's very special guest speaker, Dr. Brenda Hartley.

Questions 74 through 76 refer to the following report.

[M-Am] Hello and welcome to Star Radio's Jobs Report. I'm your host, Hugh Robinson. We start with breaking news of trouble at Hartford's biggest employer, Cheffin Industries. Workers today walked out of the automobile manufacturer's largest plant in the region, demanding better pay and conditions. Some three hundred workers staged the strike, which caused production at the plant to stop completely. Workers complained of low pay, unpaid overtime, and the withdrawal of health benefits announced by the management last month. The strike appears likely to spread to Cheffin's other factories, and could have a tremendous impact on the company if it is not resolved quickly.

Questions 77 through 79 refer to the following talk.

[F-Br] I would like to start by saying a few words about the latest member of our team. Bret James comes to us with ten years' experience in real estate. For the last five years, he has been an international realtor and has managed the acquisition of some of the largest commercial buildings in Asia and Latin America. As our new Acquisitions Director, I hope he will manage to do the same for us, as we begin to explore new real estate markets beyond Europe, and specifically in these key regions. I'm sure you will all help him to settle into his role, and I encourage all of you to submit any new ideas and suggestions directly to Bret.

Questions 80 through 82 refer to the following speech.

[M-Cn] Welcome all of you to our Graduate Training program. I'm Francis Sheen, C.E.O. of Transform Cosmetics. You are about to have six months of the hardest training in the beauty business. Today, we'll start with an overview of the company. In just a moment, I'll hand you over to Communications Director Jeremy Mason, who will give a presentation on what we do and where our corporate strategy is taking us. At eleven, Diane Trent, our Operations Manager, will speak to you about our operations abroad. She'll be updating you on our exciting new retail establishments in Europe. Lunch will be at one in the Washington Room. Then in the afternoon, you will visit our flagship retail outlet at the Riverside Mall. The bus will leave after lunch at two, so please be at the main entrance on time.

Questions 83 through 85 refer to the following announcement.

[F-Au] Good morning, ladies and gentlemen. Welcome to International Airways Flight 367 nonstop to Chicago. Please accept our apologies for the slight delay. We are now ready to begin boarding. We would like to ask any passengers requiring special assistance, and any passengers with small children, to please make your way to the gate for priority boarding. All First Class, Business Class, and Continental Club passengers may board the aircraft at your convenience. Regular boarding will begin in approximately ten minutes. I'd like to remind all passengers to have your boarding passes and passports ready for inspection. Once again, we're sorry for the delay and thank you for your patience.

Questions 86 through 88 refer to the following voicemail message.

[F-Am] Hello, Tony? It's Sally again. I was hoping you would pick up. It's eleven thirty Friday morning and you still haven't gotten back to me about the schedule for next Monday. I e-mailed you twice last week, and this is my third call since Wednesday. I really need you to confirm the speakers and the content for the workshop, before I put everything together and print out the details. I don't want to have to do this over the weekend,

and it will be too late on Monday morning, so please call me back to confirm the details as soon as possible. I am very concerned about this and really hope we can avoid any further delays. Thanks.

Questions 89 through 91 refer to the following announcement.

[M-Br] And here as we come around the corner we can see the marvelous eleventh-century cathedral. It's a wonderful example of medieval architecture, over 900 years old, and still very much the centerpiece of the city of Norwich. This is one of the biggest attractions in the East of England. In a moment, our driver Sam will pull over and drop us off and we'll have two hours to explore this lovely cathedral. Don't forget, the price of your entry to the cathedral is included, so just wait at the group entrance while I deal with the tickets. For those of you who want some refreshments, there's a coffee shop inside, and a gift shop, of course. They're both open until five o'clock. We'll meet back at the main entrance at five thirty. OK. Oh, and before we stop, please remember, you can leave your jackets, bags, and other belongings on your seats, but I encourage you to take all your valuables with you.

Questions 92 through 94 refer to the following talk.

[F-Cn] Welcome to Ocean Bay. My name is Michelle and I'll be your waitress for today. Here is our evening menu. You can choose two courses for \$30 . . . so that's an appetizer and a main course, or a main and a dessert. We also have an à la carte menu which I will leave for you here, and the specials board is over there on the wall. I highly recommend the salmon, which is very fresh. Oh, and the grilled lobster is delicious. We're known for our seafood here, but you probably know that already. The only thing we don't have for you today is the tuna salad. That's usually on the regular menu, but everything on the à la carte is available, and, as I said, the specials are over there on the wall. Since it's before six o'clock, you qualify for our Early Eater complimentary beverage. You can have fresh orange juice, mango juice, a choice of soft drinks or mineral water. Which would you like?

Questions 95 through 97 refer to the following advertisement.

[M-Au] For small companies, a big phone bill can be... well... a big problem. And it's an even bigger problem when doing business abroad. The fact is, when you're out of the country, calling the office back home can be expensive... very expensive. And just think about the money your company spends on contacting your customers overseas by phone! Wouldn't you like to save money on your phone bill? Then why not switch your phone provider to HTC Digital? We guarantee to reduce your phone bill by thirty percent. That's right. If you have fewer than twenty employees, just sign up for one year to our International Small Business plan, and we'll cut your overseas phone bill by thirty percent, guaranteed for the first three months. Call now at 555-388-9759 to find out more. HTC Digital's International Small Business plan. You know it makes sense.

Questions 98 through 100 refer to the following talk.

[F-Am] OK, I've asked you all into my office because we need to get ready for the meeting with Flax Investments next week. Joe, I'd like you to start off with a presentation of our financial results for the last year. Keep it brief, maybe five minutes. Trisha, you can follow that with the expected sales figures for the next year. Give an overview, but make sure you mention our operations in Mexico. You'll need to liaise with Bill in Marketing, I think. Sarah, can you please prepare some questions we need Flax to answer, such as what level of risk they are comfortable with, how much they want to invest, how long they want to invest for – that kind of thing? Mike, I want you to take the minutes of the meeting. I'll prepare the agenda and send a copy out to everyone tomorrow.

Understanding Different Accents

American English p357

Exercise B Track 119

1. How many days did you spend in Tokyo? 2. I'd like to see the manager, please.
3. Where can I find the nearest bank? 4. I'm afraid we didn't receive your letter.
5. The man is checking into a hotel.
6. What time does the meeting start?

Exercise C Track 120

1. The women are shaking hands.
2. People are waiting for a train.
3. Is this the fastest computer you have?
4. I didn't get your e-mail.
5. Would you like meat or fish?

British English p357

Exercise B Track 122

1. That presentation wasn't very interesting.
2. Can I use your computer?
3. Why did you decide to leave the company?
4. The woman is cleaning her glasses.
5. Hello. I'm Simone. How do you do?
6. Mr. Peterson will see you shortly.

Exercise C Track 123

1. We can't afford to employ more staff.
2. How long have you worked at the bank?
3. The woman is waiting at a bus stop.
4. I'll be back at around one o'clock.
5. Did you check if these figures are correct?

Australian English p358

Exercise B Track 125

1. Samantha is now head of marketing.
2. Remember to wear a hat during the tour of the factory.
3. What year were you born?
4. The man is pointing to a graph.
5. The European conference was held in a castle in Germany?
6. We hope to see you again soon.

Exercise C Track 126

1. The man is getting out of a car.
2. Let me help you with those files.
3. How long have you lived in Sydney?
4. Bill's retirement party is tomorrow at seven.
5. Do you have a room with a view of the sea?

Canadian English p358

Exercise B Track 128

1. Is Tim working for his father now?
2. We expect the cuts will save about three million dollars.
3. Sorry, but I can't understand what you mean.
4. Any employee caught stealing will be fired immediately.
5. Our company owns a boat on Lake Michigan.
6. The woman is writing a letter.

Exercise C Track 129

1. Did you get much work done today?
2. John will be flying to New York next week.
3. What did you think of the presentation?
4. I didn't see you at the sales convention.
5. He's changing a tire on the car.

Answer Key

LISTENING COMPREHENSION

PART 1 – Photographs

Try It Out p3 Track 1

1. D In (A), *taking* sounds similar to *talking*, but there are no *customers* in view. She is *sitting*, not *standing*, at the reception desk (B). (C) is an assumption.
2. A (B) confuses the similar-sounding *stair* and *chair*. They are not *waving at the window* (C). The curtains are open (D).
3. D He's examining a *car*, not a *card* (A). He's fixing the *tire*, not the *car door* (B). He is not *driving* the car (C).
4. B There are no *tourists* in the lake (A). (C) is incorrect because *snake* sounds like *lake*. The trees are not *under the water* (D).
5. A In (B), *trunk* sounds similar to *truck*, but we cannot see the *trunk* (B). He is *sitting*, not *standing*, in the truck (C). He is not *getting out of the truck* (D).
6. C She is not *closing* the store (A) or *cleaning the window* (B). She is looking at the *floor* not the *door* (D).

Improve Your Performance

Analyzing Distractors p8

Exercise B

1. D Correct. (A) Similar-sounding word (*taking* – *talking*). (B) Incorrect key word (*sitting* not *standing*). (C) Incorrect interpretation.
2. A Correct. (B) Similar-sounding word (*stair* – *chair*). (B) Incorrect interpretation. (C) Incorrect key word (*open* not *closed*).
3. D Correct. (A) Similar-sounding word (*card* – *car*). (B) Incorrect key word (*tire* not *car door*). (C) Incorrect interpretation.
4. B Correct. (A) Incorrect interpretation. (C) Similar-sounding word (*snake* – *lake*). (D) Incorrect key word (*near* not *under*).
5. A Correct. (B) Similar-sounding word (*trunk* – *truck*). (C) Incorrect key word (*sitting* not *standing*). (D) Incorrect interpretation.
6. C Correct. (A) Incorrect interpretation. (B) Incorrect key word (*floor* not *window*). (D) Similar-sounding word (*door* – *floor*).

Similar-sounding Words p12

Exercise A Track 2

1. large, 2. hire, 3. rest, 4. bag, 5. wait, 6. frame, 7. choose, 8. nose, 9. sock, 10. waiter

Exercise B Track 3

1. The man is sitting at home. 2. He's sailing a boat. 3. They're walking together. 4. She's setting the table. 5. There's a hat on the chair. 6. The woman is waiting for a train.

Exercise C Track 4

1. Incorrect (*copy* – *coffee*). 2. Correct. 3. Incorrect (*feeding* – *reading* / *cook* – *book*). 4. Incorrect (*cable* – *table*). 5. Correct. 6. Incorrect (*testing* – *resting*).

Mini Test – Similar-sounding Words p13 Track 5

1. C She has a black *hat*, not a *cat* (A). There are *leaves* on the ground, but they are not *leaving* the park (B). They are in the *park*, not the *dark* (D).
2. C She's looking at the *drink*, not the *sink* (A). She's using the *coffee* machine, not *copy* machine (B). She's *holding*, not *folding*, a paper cup (D).
3. B The word *complaint* (A) sounds like *paint*. The shelves are on the *right*, not the *light* (C). The *ladder*, not the *leader*, is in the middle (D).

Incorrect Key Words p14

Exercise A Track 6

1. False. She has *short* dark hair. 2. False. She's wearing a *skirt*. 3. True. 4. False. She's standing near an *escalator*. 5. True. 6. True.

Exercise B Track 7

1. False. He's sitting in a *coffee shop*. 2. True. 3. True. 4. False. The spoon is *on* the saucer. 5. False. He's *texting* on his phone. 6. True.

Mini Test – Incorrect Key Words p15 Track 8

1. C It's *light* outside, not *dark* (A). People are sitting on *sofas*, not on the *floor* (B). The *blinds*, not the *windows*, are half closed (D).
2. D There's *nobody* on the scooter (A). The scooter is *parked*, not *lying*, on the road (B). The L-sign is on the *front*, not the *back*, of the scooter (C).
3. B She's using a *fax machine*, not a *computer* (A). She's *holding* a *document*, not *opening* one (C). She's wearing a *short jacket*, not a *long jacket* (D).

Incorrect Interpretations p16

False Accounts Track 9

1. False. He is not *leaning* against the wall. 2. True. 3. True. 4. False. There are notices on the board, but he's not *looking* at them. 5. False. It is not a *vending machine*. 6. False. He's not holding a *glass*.

Unsupported Assumptions Track 10

1. Assumption. 2. Fact. 3. Assumption. 4. Fact. 5. Assumption. 6. Fact.

Mini Test – Incorrect Interpretations p17 Track 11

1. B There is a music system on the table, but we can't assume she's listening to it (A). She not typing at a desk (C). We can't assume she's going to sit down (D).
2. D He may need help, but we can't assume he is asking for help (A). He could be delivering the box so (B) is an assumption. There is a cart, but he is not sitting on it (C).
3. C We can't assume a match is about to start (A), or that the courts are closed (B). We can see tennis courts, but no signs of construction (D).

Steps to Success p18

Practice 1 C They are indoors, but they are not *playing a game* (A) or **Track 12** sitting in a *coffee shop* (B). We do not know what they are discussing (D).

Practice 2 D Only one woman is wearing glasses (A). We cannot **Track 13** assume a purchase is being made (B). There is a *clock*, not a *lock*, on the wall (C).

Practice 3 A He is in a restaurant, but he is not *ordering a meal* (B). **Track 14** He's holding a *teapot*, not his *glasses* (C). He is *pouring*, not *drinking*, tea (D).

Practice 4 D We can't assume this is a *competition* (A). The man is **Track 15** *hitting*, not *hiding*, a tennis ball (B). *Nobody* is picking up the balls (C).

Practice 5 B She is not *washing her hair* (A). The poster is *on the wall*, **Track 16** not *on the mirror* (D). They are not watching television (C).

Review Test p25 Track 17

1. C He is not filling the car with gas (A). He is loading the *trunk*, not the *truck* (B). (D) is an assumption.
2. A The food is on a *table*, not on the *floor* (B). Nobody is sitting on the sofa (C). There is a *teapot*, not a *saucepan*, on the table (D).
3. B He standing on a *ladder*, not a *chair* (A). There is nobody sitting outside (C). The chairs are facing away from the poster (D).
4. D She's sitting *behind* the counter, not *on* it (A). (B) is an assumption. There is a picture on the wall (C), but she is not looking at it.
5. C The bus has already arrived (A). The weather is sunny, with no rain (B). They are boarding a *bus*, not a *train* (D).
6. A He is not putting food in an *oven* (B), or pouring water into the *sink* (C). He is *working* in, not *walking* to, the kitchen (D).

7. D We cannot tell whether they are for sale (A). There are no *drivers* in view (B), and it is not a *traffic jam* (C).
8. B He's *lifting weights*, not *waiting* in the gym (A). (C) is a false account. (D) is an assumption.
9. C (A) is an assumption. There is a large notice, but it is not *in the way* (B). The word *educator* sounds like *elevator* (D).
10. B The pillows are on the *bed*, not the *floor* (A). The picture is on the wall *next to* the bed, not *above* it (C). Nobody is sleeping in the bed (D).

PART 2 – Question-Response

Try It Out p31 Track 18

1. B (A) repeats *morning*, but does not answer the question. (C) is a response to a suggestion.
2. C (A) uses the same verb *finish*, but in the past simple. (B) repeats *work*, but as a verb and without answering the question.
3. A (B) repeats *going*. (C) answers a different question (*Are you going to see...?*).
4. C (A) answers a different question (*What color is...?*) and confuses *blue* with *new*. (B) repeats *printer*, but does not answer the question.
5. B (A) confuses *get back* (*return*) with *back* (*part of the body*). (C) answers a different question (*Why are you coming back...?*).
6. B (A) repeats *like* and confuses the similar-sounding words *down* and *town*. (C) answers a different question (*Why don't you want to sit down?*).
7. A (B) responds to a different statement (*Is this your ticket?*). (C) repeats *return*, but in a different context.
8. C (A) uses *soon* to mislead *recently*. (B) refers to a different subject (*He*).
9. A (B) repeats *visit*. (C) answers a different question (*Would you like to visit...?*).
10. C (A) confuses the similar-sounding words *called* and *cold*. (B) uses the same context, but does not answer the question.
11. B (A) confuses the similar-sounding words *computer* and *producer*. (C) answers a different question (*Whose is that...?*).
12. C (A) confuses *hat* with *that*, and (B) confuses *suitcase* with *shoelace*.
13. B (A) confuses the similar-sounding words *feeling* and *healing*. (C) does not answer the question.
14. A The response *Yes* (B) cannot answer a *Choice* question. (C) confuses *Eve* with *leave*.
15. C Neither (A) nor (B) answers the question.
16. B (A) confuses the similar-sounding words *station* and *donation*, and (C) confuses *rush* with *bus*.
17. C (A) uses the same verb, but a different subject. (B) confuses *meeting* with *seating*.
18. C (A) confuses *task* with *ask*, and (B) confuses *partly* with *party*.

Improve Your Performance

Wh- Questions p33

Exercise A

1. When, 2. How, 3. What, 4. Who, 5. Which, 6. Why, 7. Where, 8. Whose

Exercise B

1. f, 2. h, 3. g, 4. b, 5. a, 6. e, 7. c, 8. d

Questions with *What* p34

Exercise A

1. c, 2. e, 3. b, 4. f, 5. d, 6. a

Exercise B

1. C, 2. B, 3. C, 4. A, 5. C, 6. A

Exercise C Track 19

1. B (A) answers a different question (*Who went to...?*). (C) does not answer the question.
2. A The subject is the same, but neither (B) nor (C) answers the question.

3. B (A) confuses the similar-sounding words *drink* and *think*. (C) confuses *won't* with *want*.
4. A (B) does not answer the question. (C) answers a different question (*Will you sell your...?*).
5. C (A) confuses the noun *talk* with the verb *discuss*, and does not answer the question. (B) answers a different question (*Would you like to...?*).
6. B (A) does not answer the question. (C) repeats *desk*, but answers a different question (*Do you like that desk?*).

Mini Test – Questions with *What* p34 Track 20

1. C (A) answers a different question (*Would you like to...?*). (B) confuses by repeating *time*.
2. A (B) confuses *gift* with *present* from *presentation*. (C) answers a different question (*Did the clients like...?*).
3. B (A) confuses the noun *watch* with *watching*. (C) confuses *tree* with *TV*.
4. C (A) uses *seat* which sounds similar to *eat*. (B) confuses *meet* (which sounds like *meat*) with *eat*.
5. A (B) uses *plane* which sounds similar to *plan*. (B) confuses to *pay* with *today*.
6. B (A) repeats *car*, but answers a different question (*Is that your car?*). (C) confuses *far* with *car*.
7. C (A) confuses the similar-sounding words *coast* and *cost*. (B) confuses the similar-sounding words *lost* and *cost*.
8. B (A) confuses the similar-sounding words *drink* and *think*. (C) repeats *think* but does not answer the question.

Questions with *When* or *Where* p35

Exercise A

1. d, 2. e, 3. b, 4. a, 5. c, 6. f

Exercise B

1. B, 2. C, 3. B, 4. B, 5. A, 6. C

Exercise C Track 21

1. C (A) answers the statement *Here's your black pen*. (B) answers a different question (*Is that a black pen?*).
2. B (A) confuses the similar-sounding words *hall* and *call*. (C) answers a different question (*Will you call?*).
3. A (B) repeats *interview*, and (C) repeats *place*, but neither answers the question.
4. B (A) uses *presentation* which sounds similar to *demonstration*. (C) refers to *time*, but does not answer the question.
5. A (B) confuses *short* with *report*, and does not answer the question. (C) uses *handle* (meaning *manage*) which sounds like *hand in*.
6. B (A) uses *dispute* which sounds like *suit*. (C) answers a different question (*How much was your suit?*).

Mini Test – Questions with *When* or *Where* p35 Track 22

1. B (A) answers a different question (*Can I get a taxi?*). (C) confuses *taxi* with *taxi*.
2. C (A) uses *art* which sounds similar to *start*. (B) confuses *moving* with *movie*.
3. A (B) answers a different question (*When was this machine made?*). (C) confuses *paid* with *made*.
4. A (B) confuses *take orders* with *place an order*. (C) confuses *place* with *replace*.
5. B (A) uses *heights* which sounds similar to *night*. (C) does not answer the question.
6. C (A) does not answer the question. (B) confuses *find it* with *founded*.
7. A (B) uses *looking* which sounds similar to *booking*. (C) confuses the noun *book* with *booking* (meaning *reservation*).
8. B (A) confuses the similar-sounding words *way* and *stay*. (C) answers a different question (*How long will we be at ...?*).

Questions with *Who*, *Whose*, *Why*, or *Which* p36

Exercise A

1. b, 2. d, 3. f, 4. c, 5. a, 6. e

Exercise B

1. B, 2. C, 3. C, 4. A, 5. B, 6. A

Exercise C Track 23

1. A (B) confuses the similar-sounding words *say* and *way*. (C) repeats *way*, but in a different context.
2. C (A) uses *right* which sounds like *tonight*. (B) uses *late* which relates to *early*, but the meaning doesn't fit here.
3. B (A) uses the noun *sign*, but in the plural and with a different meaning. (C) confuses *sweaters* with the similar-sounding *letters*.
4. B (A) uses *stand* which sounds similar to *expand*. (C) does not answer the question.
5. B (A) does not answer the question. (C) uses *deposit* which sounds like *closet*.
6. A (B) uses *say* which sounds like *stay*. (C) does not answer the question.

Mini Test – Questions with Who, Whose, Why, or Which p36**Track 24**

1. B (A) uses *walk* which sounds similar to *work*. (C) answers a different question (*Do you work in...?*).
2. A (B) repeats *desk*, but does not answer the question. (C) does not answer the question.
3. C (A) answers a different question (*When was the movie?*). (B) also answers a different question (*Did you like the movie?*).
4. B (A) confuses *annual* with *manual*. (C) uses *deduction* which sounds similar to *instruction*.
5. A (B) answers a different question (*Would you like a coffee ...?*). (C) suggests *copies* might relate to *copy machine*.
6. B (A) confuses *close* (for business) with *open* (a window). (C) uses the same verb and context, but in the past simple.
7. C (A) does not answer the question. (B) answers a different question (*Is this pen yours?*).
8. A (B) refers to a different subject. (C) repeats *safe*, but without answering the question.

Questions with How p37**Exercise A**

1. e, 2. c, 3. a, 4. f, 5. b, 6. d

Exercise B

1. C, 2. A, 3. C, 4. A, 5. B, 6. C

Exercise C Track 25

1. B (A) and (C) confuse by using the similar-sounding words (*far* and *car* / *cold* and *old*).
2. B (A) answers a different question (*Can I help you?*). (C) does not answer the question.
3. A (A) uses *read*, which sounds like *need*. (C) confuses *blockage* with the similar-sounding *cartridge*.
4. C (A) uses *steak* which sounds similar to *take*. (B) gives the *time*, but does not answer the question.
5. B (A) confuses the noun *hearing* with the verb *hear*. (C) uses *work* which relates to *job*.
6. A (B) uses *exist* which sounds like *exit*. (C) does not answer the question.

Mini Test – Questions with How p37 Track 26

1. B (A) repeats *last*, but as an adjective (meaning *final*). (C) uses the past simple.
2. A (B) repeats *party*, but does not answer the question. (C) repeats *people* and uses *blame* which sounds similar to *came*.
3. B (A) responds with *how* as a distractor. (C) uses *up* which sounds like *cup*, and incorrectly implies the coffee is spilt.
4. B (A) confuses *present* with *presentation*. (C) answers a different question (*How long was...?*).
5. A (B) answers a different question (*Are you going away?*). (C) uses *contract* which sounds like *contact*.
6. B (A) repeats *training*, but does not answer the question. (C) answers a different question (*Do you run training courses?*).
7. B (A) confuses *involve* with *solve*, and does not answer the question. (C) answers a different question (*Did they solve the problem?*).
8. C (A) does not answer the question. (B) answers a different question (*Do you know Brian well?*).

Other Question Types p38**Exercise A**

1. Tag question, 2. Statement, 3. Embedded question, 4. Choice question, 5. Negative question, 6. Yes/No question

Exercise B

1. d, 2. f, 3. e, 4. b, 5. c, 6. a

Yes/No Questions p39**Exercise A**

1. f, 2. d, 3. b, 4. a, 5. c, 6. e

Exercise B

1. C, 2. B, 3. C, 4. A, 5. C, 6. C

Exercise C Track 27

1. A (B) uses *tight*, which sounds like *flight*. (C) answers a different question (*What is the time?*).
2. B (A) answers the suggestion *What about booking a room?* (C) uses *looked* which sounds like *booked*.
3. A (B) uses *meet*, which sounds like *eat*. (C) does not answer the question.
4. C (A) uses *classroom* which sounds similar to *bathroom*. (B) uses *news* which sounds similar to *use*.
5. A (B) and (C) confuse the similar-sounding words *wrote* and *throat* with *coat*.
6. B (A) refers to a different subject. (C) answers the question *Can I* / not *Can you*.

Mini Test – Yes/No Questions p39 Track 28

1. C (A) confuses the subject, responding to the statement *I am going to...* (B) uses *fee* which sounds similar to *see*.
2. A (B) uses *far* which sounds similar to *car*. (C) repeats *come*, but is a response to an invitation.
3. A The subject is the same, but neither (B) nor (C) answers the question.
4. A (B) does not answer the question. (C) answers a different question (*Where is the head office?*).
5. C (A) uses *massage* which sounds like *message*. (B) answers a different question (*Are there any messages?*).
6. C (A) uses *wrong* which sounds similar to *long*. (B) confuses *long* with duration.
7. C (A) uses the same verb, but in a different context. (B) uses *cheese* which sounds similar to *please*.
8. B (A) confuses the similar-sounding words *waiter* and *waiting*. (C) uses the same verb, but answers a different question (*Where shall we wait?*).

Choice Questions p40**Exercise A**

1. b, 2. e, 3. d, 4. f, 5. a, 6. c

Exercise B

1. C, 2. B, 3. A, 4. A, 5. C, 6. C

Exercise C Track 29

1. A (B) confuses the verb *check* with the noun *check*. (C) cannot answer a choice question.
2. C Both (A) and (B) refer to a plural subject.
3. C (A) implies a reference to *eat out*, but does not make the choice. (B) cannot answer a choice question.
4. A (B) uses *flowers* which sounds similar to *shower*. (C) fails to make a choice.
5. B (A) repeats *reservation* in the plural, but confuses the context. (C) repeats the verb *make*, but does not answer the question.
6. B (A) is grammatically incorrect (*Neither* would be possible). (C) cannot answer a choice question.

Mini Test – Choice Questions p40 Track 30

1. A Neither (B) nor (C) can answer a choice question.
2. C (A) repeats *meeting*, but as a verb, and along with (B) incorrectly responds Yes/No to a choice question.
3. C (A) cannot answer a choice question. (B) repeats *two*, but answers a different question (*How many people...?*).
4. A (B) misleads by using *expensive* to relate to *free*. (C) repeats *are*, but does not answer the question.

5. B (A) repeats *seat* and uses *file* which sounds like *aisle*. (C) also repeats *seat*, but does not answer the choice question.
6. A (B) repeats *afternoon*, but does not answer the question. (C) also fails to answer the question.
7. B (A) misleads by using *choice* to relate to *choose*. (C) does not refer to the past, and does not answer the question.
8. C (A) uses *printer* which might refer to *print*, but does not answer the question. (B) confuses *colorful* with *color*.

Tag Questions p41

Exercise A

1. d, 2. e, 3. a, 4. c, 5. f, 6. b

Exercise B

1. B, 2. A, 3. B, 4. A, 5. C, 6. B

Exercise C Track 31

1. A (B) uses *thought* which sounds similar to *bought*. (C) confuses *print* and *again* with *printer* and *another*.
2. C (A) uses *request* which sounds similar to *success*. (B) uses *lunch* which sounds similar to *launch*.
3. A (B) confuses *fair* with the similar-sounding word *fares*. (C) repeats *train* and the verb *go*, but does not answer the question.
4. B (A) refers to a different subject. (C) uses *clerk* which sounds like *work*.
5. C (A) uses *merger* which sounds similar to *worker*. (B) confuses *walk* with *work*.
6. A (B) repeats *boss* and uses *arrived now* to confuse with *late*. (C) uses *sell* which sounds like *tell*, and confuses *later* with *late*.

Mini Test – Tag Questions p41 Track 32

1. A (B) uses the past tense. (C) uses *station* which sounds like *vacation*.
2. A (B) does not answer the question. (C) uses *unsure* which sounds similar to *brochures*.
3. B (A) uses *home* which sounds like *phone*. (C) does not answer the question.
4. C (A) uses *walk* which sounds like *work*. (B) uses *compartment* which sounds similar to *department*.
5. B (A) does not answer the question logically. (C) repeats *anywhere*, but does not answer the question.
6. B (A) repeats *they* and *job* in the plural, but confuses the context. (C) misleads by using the same verb *offer*.
7. A (B) answers a different question (*Kenny's gone to England, hasn't he?*). (C) does not answer the question.
8. B (A) repeats *paper*, but with a different meaning. (C) uses *note* which sounds like *wrote*.

Negative Questions p42

Exercise A

1. d, 2. f, 3. c, 4. a, 5. e, 6. b

Exercise B

1. C, 2. A, 3. B, 4. B, 5. A, 6. C

Exercise C Track 33

1. B (A) answers a different question (*When did you scan...?*). (C) misleads by using *scans* to relate to *scanner*.
2. A (B) confuses *moon* which with *afternoon*. (C) answers a different question (*Where is Jen?*).
3. B (A) uses *announcement* which sounds similar to *accountant*. (C) confuses *count on* (meaning *rely on*) with the similar-sounding *accountant*.
4. C (A) uses *weaker* which sounds like *speaker*. (B) uses *speak* which relates to *speaker*, but does not answer the question.
5. B (A) and (C) use similar-sounding words (*think* and *sink* sound similar to *ink*).
6. C (A) repeats *coat*, but is an illogical answer. (B) uses *wrote* which sounds like *coat*.

Mini Test – Negative Questions p42 Track 34

1. B (A) repeats *forward*, but is an illogical response. (C) uses the past tense.
2. C (A) and (B) use similar-sounding words (*great* and *plate* sound similar to *late*).

3. B (A) and (C) both refer to driving, but do not answer the question.
4. A (B) uses *phone* which sounds like *home*. (C) repeats *Lisa* and *home*, but is not a logical response.
5. B (A) confuses the subject. (C) does not answer the question.
6. C (A) uses *overdone* which sounds like *fun*. (B) is an illogical response.
7. C (A) refers to the context and repeats *year*, but does not answer the question. (B) is an illogical response.
8. B (A) uses *enjoyed* which sounds similar to *join*. (C) uses *beginner* which sounds like *dinner*.

Embedded Questions p43

Exercise A

1. b, 2. e, 3. a, 4. c, 5. d, 6. f

Exercise B

1. B, 2. B, 3. C, 4. B, 5. A, 6. B

Exercise C Track 35

1. A (B) uses *thank* which sounds like *bank*. (C) answers a different question (*When does the bank open?*).
2. A (B) answers a different question (*What time are we meeting?*). (C) misleads by using *restaurant* which assumes *eating* for *meeting*.
3. B (A) is an illogical response. (C) uses *knees* which sounds like *keys*, with a singular subject.
4. C (A) and (B) use related words to *shipped* (*ship* and *shipping*), but neither answers the question.
5. B (A) uses *collect* which sounds similar to *correct*. (C) confuses *stress* with *address*.
6. A (B) uses *tax* which sounds like *taxis*. (C) repeats *taxis*, answers a different question (*Will we take a taxi there?*).

Mini Test – Embedded Questions p43 Track 36

1. C (A) uses *shoes* which sounds like *news*. (B) does not answer the question.
2. B (A) uses *up* which sounds like *cup*. (C) answers a different question (*Can I use your cup?*).
3. B (A) uses *Paul's* which sounds like *walls*. (C) *colorful* refers to *color*, but does not answer the question.
4. C (A) uses *came* which sounds like *train*. (B) repeats *train*, but does not answer the question.
5. C (A) repeats *use*, but does not answer the question. (B) is an illogical response.
6. A (B) answers a different question (*Is Mr. Chen in his office?*). (C) answers a different question (*How old is Mr. Chen?*).
7. A (B) uses *nice* which sounds like *price*. (C) uses *guest* which sounds like *best*.
8. B (A) misleads as are no job vacancies, only *job cuts*. (C) confuses the context, referring to *cuts* as in *injuries*.

Statements p44

Exercise A1

- 1.e, 2. b, 3. f, 4. a, 5. d, 6. c

Exercise A2

1. c, 2. f, 3. a, 4. d, 5. b, 6. e

Exercise A3

1. a, 2. c, 3. e, 4. b, 5. d, 6. f

Exercise B

1. C, 2. C, 3. B, 4. C, 5. A, 6. C, 7. B, 8. B, 9. B, 10. A

Exercise C Track 37

1. B (A) uses *decide* which sounds like *outside*. (C) refers to a different subject.
2. C (A) answers a different question (*When does the post office close?*). (B) misleads by using *main office* in place of *post office*.
3. B (A) uses *purse* which sounds like *worse*. (C) answers the question *How is your headache?*.
4. A (B) uses *ate* which sounds like *late*. (C) uses the future simple.
5. C (A) uses *can* which sounds like *plan*. (B) repeats *plan*. Both are illogical responses.
6. C (A) misleads by using the verb *suit*. (B) uses *share* which sounds like *wear*.
7. B (A) uses the past simple. (C) confuses *raining* with *training*.

8. C (A) is an illogical response. (B) confuses *lower* with *low* in a different context.
9. C (A) and (B) are both illogical responses.
10. A (B) uses *community* which sounds similar to *opportunity*. (C) uses *chance* which is similar in meaning to *opportunity*, but the sentence is in the past simple.

Mini Test – Statements p45 Track 38

1. B (A) says where the lecture took place, and (C) says how long it lasted. Neither is a logical response to the statement.
2. A (B) uses *drink* which sounds like *ink*. (C) is illogical as the paper supply is not the problem.
3. C (A) repeats the time in a different way, but in the past simple. (B) uses *thirsty* which sounds like *thirty*.
4. B (A) uses *sit* which relates to *seat*, and *floor* which sounds like *door*. (C) uses *four* which sounds like *door*, but does not answer the question.
5. A (B) repeats *car*, but is not a logical response. (C) uses the phrase *get lost* which means *lose your way* rather than *lose something*.
6. C (A) uses *ship* which sounds like *trip*. (B) confuses the adverb *well* with *healthy*.
7. B (A) uses *contact* which sounds like *contract*. (C) uses the verb *cancel*, in the past simple, but begins Yes and therefore is not a logical response.
8. B (A) uses *collect* which sounds like *connect*. (C) confuses the verb *hold* (meaning *carry*) with the meaning *wait*.

Words with Multiple Meanings p46

Exercise A

1.a, 2. b, 3. b, 4. b, 5. a, 6. a, 7. a, 8. a

Exercise B

1. break, 2. book, 3. class, 4. full, 5. kind, 6. play, 7. address, 8. hot

Mini Test – Words with Multiple Meanings p46 Track 39

1. B (A) confuses the verb *book* (meaning *reserve*) with the noun. (C) does not answer the question.
2. C (A) confuses the verb *fix* (meaning *arrange*) with the meaning *repair*. (B) repeats *fire alarm*, but is an illogical response.
3. B (A) is an illogical response due to the verb *use*. (C) confuses the adjective *hard* (meaning *solid* or *inflexible*) with the meaning *difficult*.
4. B (A) confuses the adjective *hot* (meaning *spicy*) with the meaning *very warm*. (C) refers to weather, not indoor temperature.
5. A (B) confuses the adjective *wrong* (meaning *incorrect*) with the meaning *unsuitable*. (C) repeats *wrong*, but with the meaning *dishonest* or *unethical* rather than *unsuitable*.
6. C Both (A) and (B) confuse the noun *class* (meaning *group of students*) with the meaning *standard of travel*.
7. A (B) uses *good* meaning *kind*. (C) uses *good* meaning *skilled* or *competent*.
8. A (B) uses *play* as a verb *play music*. (C) uses the noun *play* meaning *show* or *theatrical performance*.

Similar-sounding Words p47

Exercise A

1. can, plan, than, Japan, 2. well, hotel, personnel, bell, 3. sweet, meat, sheet, concrete, 4. word, bird, third, heard, 5. say, disobey, repay, delay

Exercise B

1. C – report, support, resort, 2. C – plane, remain, came, train, 3. B – time, climb, nine, sign, 4. C – position, exhibition, competition, edition, 5. A – eight, late, straight, wait, 6. C – prize, fries, advised, surprise, 7. A – charge, large / promotion, lotion, 8. C – prefer, refer, transfer / nine, time, mind

Mini Test – Similar-sounding Words p47 Track 40

1. C (A) uses *copies* which sounds similar to *coffee*. In (B) *believe* sounds similar to *leave*.
2. B (A) and (C) use similar-sounding words (*checked* and *collect* sound similar to *project*).

3. A (B) and (C) use similar-sounding words (*design* and *mine* sound similar to *sign*).
4. C (A) and (B) use similar-sounding words (*hotel* and *sell* sound similar to *Personnel*).
5. A (B) uses *take* which sounds similar to *cake*. In (C) *read* sounds similar to *ready*.
6. C (A) uses *depart* which sounds similar to *chart*. In (B) *art* sounds similar to *chart*.
7. B (A) is an illogical response. (C) uses the verb *decide* which sounds similar to *applied*.
8. B (A) uses *play* which sounds similar to *(re)pay*. In (C) *unknown* sounds similar to *loan*.

Homophones p48

Exercise A

1. a, 2. b, 3. a, 4. b, 5. b, 6. a, 7. b, 8. a

Exercise B

1. C – Where, wear, 2. C – hour, our, 3. A – read, red, 4. B – write, right, 5. B – sun, son, 6. B – knows, nose, 7. A – ate, eight, 8. C – see, sea

Mini Test – Homophones p48 Track 41

1. C (A) confuses the adjective *new* with the past simple *knew*. (B) is an illogical response.
2. A (B) confuses the verb *meet* with the noun *meat*. (C) is an illogical response.
3. C (A) is an illogical response. (B) confuses the noun *road* with the past simple *rode*.
4. B (A) confuses the modal auxiliary *would* with the noun *wood*. (C) is an illogical response.
5. C (A) uses the contraction *They're* and (B) uses the possessive pronoun *their*, which both sound like *There*.
6. B (A) confuses the noun *hole* with the adjective *whole*. (C) is an illogical response.
7. B (A) confuses the adjective *sweet* with the noun *Suite*. (C) is an illogical response.
8. A (B) is an illogical response. (C) confuses the verb *stare* with the noun *stair*.

Steps to Success p49

Practice 1 Track 42: Warm-up: Would, Tuesday is fine/I'd prefer the 28th, Answer: C

Practice Track 43: C

Practice 2 Track 44: Warm-up: Do, Yes, usually/Not always, Answer: B

Practice Track 45: B

Practice 3 Track 46: Warm-up: What, He's a businessman/He's a student, Answer: A

Practice Track 47: B

Practice 4 Track 48: Warm-up: Can, I'll try my best/Sorry, I'm busy, Answer: B

Practice Track 49: B

Practice 5 Track 50: Warm-up: I don't want, You should leave now/Neither do I, Answer: C

Practice Track 51: A

Review Test p56 Track 52

1. B (A) confuses *living* with *leaving*, and answers a different question (*How long have you been living in Paris?*). (C) answers a different question (*Why are you...?*).
2. A (B) repeats *milk*, but does not answer the question. (C) answers a different question (*Where is the ...?*).
3. A (B) confuses the subject and meaning of *working*. (C) confuses the similar-sounding words *commuters* and *computer*.
4. C (A) refers to a different subject, and confuses *handle* with *canceled*. (B) uses *ordered* which relates to the noun *order*, but does not answer the question.
5. B (A) answers a different question (*What did you study at college?*). (C) refers to the future.
6. C (A) does not answer the question. (B) confuses *So with snow and tonight with might*.
7. B (A) repeats *take out*, but as a verb. (C) uses the same verb *get*, but is an illogical response.

8. A (B) does not answer the question. (C) gives an opinion, but without context.
9. B (A) confuses *cancellation* with *station*, and does not answer the question. (C) answers a different question (*How did you get here?*).
10. C (A) does not answer the question. (B) confuses *how* with *now*.
11. A (B) relates *bought* to *credit*, and confuses *car* with *cards*. (B) relates to *play* to *cards*.
12. C (A) confuses *hat* with *that*. (B) repeats *idea*, but does not answer the question.
13. B (A) relates *big* to *little*. (C) uses *acquired* which sounds like *tired*.
14. C (A) relates *seafood* to *dinner*. (B) confuses *wear* with *where*.
15. C Both (A) and (B) confuse the homonym *right* (*write*).
16. A (B) relates *movie* to *director*. (C) confuses *sea* with *see*.
17. B (A) repeats *here*, but a different subject. (C) also refers to a different subject.
18. B (A) confuses *remaining* with *training*. (C) refers to the future.
19. C (A) answers a different question (*How was the hotel?*). (B) answers a different question (*When will you go...?*).
20. B (A) confuses *objections* with *directions*. (C) relates *asking* to *ask*.
21. A (B) confuses an item of clothing (sweater or jersey) with New Jersey. (C) is an illogical response.
22. C (A) confuses the context by giving directions. (B) assumes the number *seventeen*, not the date 17th.
23. A (B) does not answer the question. (C) repeats *long*, but refers to the future.
24. C (A) repeats *back*, but as part of *go back* (meaning *return*). (B) confuses *that* with *back*.
25. C (A) confuses *champagne* with *train*. (B) is not a logical response.
26. C (A) relates *fast* to *fastest*. (B) confuses *commute* with *computer*.
27. B (A) confuses *present* and *presentation*. (C) confuses the similar sounding-words *sharing* and *preparing*.
28. A (B) confuses *lose* with *use*. (C) confuses *when* with *pen*.
29. B (A) confuses *booked* (meaning *reserved*) with the noun *book*. (C) does not answer the question.
30. A (B) does not answer the question. (C) repeats *time*, but refers to the past.

PART 3 – Short Conversations

Try It Out p58 Track 53

1. C The woman passes on a message from a client, and says she rescheduled the man's appointment. These are all activities a secretary would do, not a teacher (A), flight attendant (B), or chef (D).
2. A The woman says the client *can't make it this afternoon* and *wanted to reschedule* his appointment.
3. C The client will visit *tomorrow*. The woman says she *booked him in at ten A.M.*
4. D The woman says *My class starts in five minutes*. She is at a school.
5. B The photocopier is not working and the woman says *I need to copy this test*. (A) confuses *copy* with *coffee*. The man says *It's not out of paper*, rather than he has lost some paper (C). The woman wants to *copy* a test. She has not failed a test (D).
6. D The man says *maybe you should call the maintenance department*. (A) confuses *rest* with *test*. The man suggests the maintenance department *might be able to fix it*, not the woman (B). There is no mention of waiting (C), only that the woman's class *starts in five minutes*.
7. C The man wants an *early morning call*, and the woman says he is in *Room 412*. (A), (B), and (D) do not fit the context.
8. A The man asks for an *early morning call at six thirty tomorrow*, and the woman confirms this.
9. C After booking his early morning call, the man will probably go to sleep. (A) is not mentioned. The man ends the conversation with *Good-night*, so (B) is incorrect and (D) cannot be inferred.
10. B The man mentions an *interview* and the woman says *it seems like a good place to work*. (A) misleads by using *exhausted*, suggesting physical exercise. (C) and (D) cannot be inferred.
11. D The man asks *How did your interview go?* and goes on to speak about his interview experience. The woman says *mine was hard, too*.

12. D The man says they need to go to *the main entrance* to take a bus to the station.

Improve Your Performance

Listening for Main Ideas

Questions about the Speakers p62 Track 55

1. D The woman asks the man to *sit in your seat*, and mentions *The plane is going to take off*.
2. A The woman mentions *books* and the man asks her to put them in *the window*.
3. C The woman complains of a *terrible cough*. The man looks down her throat and asks her to Say "Ahh". He is a doctor examining a patient.
4. D The woman asks for *twelve red roses*, and the man offers to *wrap them in gift paper*.
5. A The man complains his room *hasn't been cleaned* and mentions *the TV doesn't work*. He is in a hotel. (B) cannot be inferred. (C) confuses *cleaned* with *cleaner*. (D) is the person the man wants to speak to.
6. B The man wants to go to the *airport*. He asks the woman to go as *quickly as you can*, and woman mentions *traffic*. (A) relates to *airport*. (C) repeats *traffic*. (D) cannot be inferred as the man is not buying a ticket.

Questions about the Topic p63 Track 56

1. B The woman mentions *the acting, the story* and says she won't be getting *the DVD*. The man mentions *big stars*.
2. A The man says his steak is *great* and the potatoes are *tasty*. The woman says her fish is *good* but the vegetables are *overcooked*. A *waiter* is mentioned, but not (B). (C) and (D) are not mentioned.
3. D The couple speak about various events throughout the day. A *board meeting* (A) is just one event, not the main topic. (B) misleads by repeating *sales*. (C) is not mentioned.
4. C The woman begins *The elevator stopped working this morning*. The man asks when it will be fixed, but there is no mention of it being serviced yet (A). (B) is incorrect as *nobody was inside*. They decide to *take the stairs* so (C) is incorrect.
5. B The speakers mention *going to Tim's on Saturday night* and talk about who will be there. (A) is not mentioned. An address (C) and *neighbors* (D) are mentioned, but are not the topic.
6. A They are talking about getting to the *airport*. The woman prefers the *train*, and the man prefers the *bus*. The man says the train is *expensive*, but (B) cannot be inferred. The location of the *bus stop* is mentioned, but not the train station (C). (D) is not mentioned.

Questions about Activities p64 Track 57

1. D The man asks for the woman's *passport*. The woman offers her *boarding pass*. The words *lounge, flight* and *board* also indicate the woman is catching a flight.
2. A We can infer the man is a taxi driver. He is giving the woman change for a \$20 bill. He is not paying the fare (B). (C) and (D) are not mentioned.
3. C The phrases *go along, take a right, walk straight* and *on your left* indicate the woman is giving directions. She mentions a *post office*, but she is not mailing a letter (A) or working there (B). The man wants to go to a bank (D).
4. B The man says needs to *finish this report*, so he is still working on it. The woman asks him to move some furniture (A), but he refuses. He mentions a customer (client), but he is not visiting the client (C). The woman, not the man, is preparing a presentation (D).
5. B The man says the *engine* and the *battery* are not the cause of the problem. He promises the woman will be *on the road soon*. He asks for more time, but does not check the time (A). He mentions the battery, but does not say is charging it (C). (D) is not mentioned.

6. D The woman says *the vegetables will be ready soon*. The man says he *checked the steak*. They are therefore not in a restaurant (A), or buying food (B). (D) cannot be inferred.

Questions about the Location p65 Track 58

1. A The woman asks for the man's *ticket*. The man asks about a *platform*. (B) and (C) and (D) are therefore incorrect.
2. D The man asks *where the meats are*. The woman replies *near the fruit and vegetables*, and mentions a *sign*. He is shopping in a *supermarket*. (A) and (B) are incorrect. (C) is not mentioned.
3. C The woman says she needs to *return these books*. As they are *overdue*, the man says she may *have to pay a fine*. (A) and (B) are therefore incorrect. (D) is not mentioned.
4. B The woman mentions a *package* and refers to *bags of mail* and *stamps*. The word *scales* is a distractor for weighing food items (A). (C) is not mentioned. The phrase *hurt my back* tries to confuse with health (D).
5. C The man wants a *car for a few days* and the woman suggests a *compact* and looks for a price. The car is not being repaired in a garage (A), and the man is not buying a car (B). (D) is not mentioned.
6. A The man complains of a *toothache*. The woman asks to *take a look* and says she needs to *do something about this* urgently. We can infer she is a dentist. (B), (C), and (D) cannot therefore be inferred.

Mini Test – Listening for Main Ideas p66 Track 59

1. B The woman asks about *adult education classes*. The word *courses* also indicates a college.
2. B The woman asks about *business courses*. She is not looking for a job (A) or a vacation (C). The phrase *twice a week for ten weeks* refers to the class schedule, not a work schedule (D).
3. C The man is giving information about the *Business Administration* course. He is not studying (A) or on vacation (B). (D) is a distractor, as the word *business* appears twice.
4. A The woman mentions that *this soup is cold* and the bread is *hard*. There is food (B) and the man apologizes (C). The soup is cold, not the room (D).
5. C Only a waiter, not a friend (A), would apologize for the cold soup. A cook (B) would be in the kitchen not waiting tables in the restaurant. (D) is not mentioned.
6. D The man promises to change the soup and bring more bread. (A), (B), and (C) are not mentioned.
7. B The woman says *the annual conference in Paris is next week*. She is not going there on vacation (A). (C) cannot be inferred and (D) is not mentioned.
8. A The man says *the hotels...will be full by now* and the woman replies *I've tried everywhere*. She mentions taking a train, but not that a train is late (B). The hotels may be expensive (C), but that is not the problem. (D) cannot be inferred.
9. C The woman says she will *book a hotel further out* (of the city). (A) is incorrect, (B) cannot be inferred, and (D) is not mentioned.
10. C The man mentions *Lisa's birthday* and suggests *a party to celebrate*. (A) is not mentioned. (B) distracts by suggesting food. They are making preparations, but not for a meeting (D).
11. D The man says he will *get some sandwiches delivered*. The room they choose is *easy to clean*, but we cannot infer the man will clean it (A). The man will call to order food, not call home (B). The woman will order the *drinks*, but it is not mentioned that the man will have a drink (C).
12. D They say the party will take place in a *Meeting Room 4*, and that people can *stop by before they leave the office*. We can infer they work together.

Listening for Details

Questions about Time p68 Track 61

1. C The man says *we should be able to finish it next week*. The woman says *See you on Monday* (A) but this is a distraction. (B) is a distractor for *have a good weekend*. (D) relates to how long the project has lasted so far.
2. D The woman says *You only bought it two weeks ago*. (A) is not mentioned. (B) repeats *over the weekend*. (C) is incorrect.
3. D The woman says the lecture *starts at three and lasts for two hours*. (A) confuses the time with the length of the lecture. (B) is the start time. (C) is the time the man thinks the lecture finishes.
4. A The woman says *It's only Tuesday* and later promises *I'll do it right away*. (B) is not mentioned. (C) is the day of the meeting. (D) is a distractor for *weekend*.
5. C The man says he goes *on Mondays and Fridays*. (A) repeats *every day* in the woman's question. The man mentions *three times a week* (B) but doesn't go that often. (D) is incorrect.
6. D The man advises the woman to *do it right away when you get in tomorrow*. (A) repeats *right away* but in the context of tomorrow. (B) is the current time. (C) is not mentioned.

Questions about Reasons p69 Track 62

1. C The man says *A lot of documents seem to be missing*. (A) is a distractor for *the old system* (i.e. the previous system). (B) is not mentioned. (D) refers to *computer* and confuses the context.
2. B The man agrees it is *convenient* to be able to *walk to work*. (A) is incorrect, as his new home is smaller. (C) relates to *train* and *walk* but confuses the context. (D) relates to his previous home.
3. D The man says their coworker James is *away at a convention*. (A) repeats *main office* but confuses the context. (B) confuses *manage* with *manager*. (C) repeats *convention* but refers to the woman.
4. D The woman says *I have to wait for a client to call*. (A) is not mentioned. (B) confuses *the Jenkins account* with *accounts*. (C) repeats *invoice* but confuses the context.
5. C The man says Mr. Fraser *resigned*, and a *new Research Director* is needed. (A) confuses *resigned* and *declined*. (B) repeats *new* but confuses the context. (D) refers to the length of time Mr. Fraser was in his job.
6. A The man says he has a *really bad stomachache*. (B) repeats *wait*, but this refers to the man's annual review. (C) confuses *doctor* and *daughter*. (D) repeats *annual review* but it isn't the reason he can't come in.

Questions about Plans p70 Track 63

1. C They decide to *play tennis and go for a long walk*. (A) confuses *tennis* and *test*. (B) is incorrect as the man says they *finished that report*. (D) repeats *country* but confuses the context.
2. D The woman plans to *apply for a permanent position* and is in *Toronto*. Vancouver (A) is mentioned, but she says *I've changed my mind*. (B) repeats *contract* but confuses the context. They talk about her job (C) but she didn't quit it – it ended.
3. C The man asks *Is a credit card OK?* (A) confuses the verb *check* with the noun *check*. (B) repeats *cash* but he doesn't have enough. (D) is not mentioned.
4. A The woman mentions a *blue dress* and then later says *the blue is a little more suitable*. (B) and (C) are mentioned but are incorrect. (D) confuses *suitable* and *suit*.
5. A The woman accepts a job offer. (B) is incorrect as she will give a *month's notice*. She will be working, not on vacation (C). She has found a job, and is not looking for one (D).
6. B The man mentions plans to *close our Munich branch*. There is already a branch in London (A). (C) repeats *investors* but confuses the context. The company will employ some people in New York, not lay off employees there (D).

Questions about Offers and Requests p71 Track 64

1. A The man says he will get a sandwich and says *I can get one for you too*. He is going to buy food, not do the woman's shopping (B). The woman asks the man to buy her a drink (C). She will give him some money, rather the man lend her some (D).
2. C The man asks *Would you mind staying late tonight...* (A) repeats *five o'clock*. (B) repeats *Monday* but confuses the context. (D) relates to the woman's plans for the evening.
3. B The woman says *I can give you my monitor*. (A) and (D) are not mentioned. (C) repeats *desk* but confuses the context.
4. A The man asks *Would you like some tea or coffee?* (B) is not mentioned, but *late* and *wait* sound like *ate*. The man offers to call Mrs. Aiten on her cell phone, not give it to the woman (C). (D) confuses *check* as a verb with *check* as a noun.
5. B The man mentions a *chair* and asks *Do you mind if I take this one?* (A) is not mentioned. (C) repeats *friends*. (D) relates to *any minute* and confuses the context.
6. C The woman asks for *ten percent off all future orders*. (A) repeats *boss*. (C) confuses *competitive* with *competition*. (D) is not mentioned.

Questions about Suggestion and Advice p72 Track 65

1. B The woman suggests the man look at *job sites on the web*. The man has already tried employment agencies (A) and newspapers (C). (D) is not mentioned.
2. D The woman suggests the man *find a good taxi company* to collect *Mr. Chan*. (A) repeats *Mr. Chan*. (B) repeats *schedule*. (C) is not mentioned.
3. B The man advises the woman to contact *Media Relations* and *ask them about* a vacancy there. (A) is incorrect as the woman doesn't want to leave the company. (C) relates to *qualified*, but there is no mention of taking qualifications. (D) is not indicated.
4. D The woman says the office is *small* and suggests *moving to someplace bigger*. (A) confuses the idea of a bigger office with expanding the company. The woman suggests the man move closer to the city, not live in it (B). Moving to a different city (C) is not mentioned.
5. A The man says *How about eating out* and mentions a new *Italian place across the street*. (B) and (C) refer to what is usually done. (D) relates to the woman's suggestion.
6. A The man says *I'd I were you, I'd catch a train* to a nearby station. (B) refers to the woman's original intention. The man says the train is quicker than the bus (C). (D) is not mentioned.

Questions about Opinions p73 Track 66

1. C The man complains *The guy on the violin was terrible* and the woman says she *couldn't hear the piano*. (A) is not mentioned. (B) confuses *couldn't hear* with loud music. (D) is incorrect as they were relieved *it was only an hour*.
2. A The man says *It's so difficult to remember what goes where* and refers to *all these bins*, implying the system is confusing. (B) is not mentioned. (C) and (D) cannot be inferred.
3. D The woman says they will be *lucky* to reach the targets and she will be *surprised if we can reach any of them*. She feels the targets are *very high* already, not that they should be higher (A). (B) relates *surprised* to *surprising*. (C) is incorrect.
4. A The woman says the shop is not *marked in the leaflet* and it took her *ages to work out where it was*. (B) is incorrect as the shop was *finished last week*. (C) confuses the problem of finding space in the museum with the size of the shop. (D) is not mentioned.
5. D The man says *the company will fail* unless something is done, or they may not *survive another six months*. (A) is incorrect. (B) repeats *lucky*. (C) confuses *a lot of decisions* with *divisions*.
6. A The woman says the suggested price is *twenty percent more than our rivals* and asks if *anyone would buy it*. She thinks there is a *big difference* in price, not that it is *a little high* (B). (C) and (D) are incorrect.

Mini Test – Listening for Details p74 Track 67

1. A The man says *I need to talk about his latest invoice*. (B) confuses *invoice* and *voice*. (C) is not mentioned. (D) relates to Mr. Yang's *lunch meeting*.
2. D The woman asks *Would you like to leave a message?* She does not offer to call the man (A). (B) and (C) are not mentioned.
3. C The woman says Mr. Yang *should be out by two*. (A) cannot be inferred. (B) confuses *soon* with *noon*. (D) is not mentioned.
4. A The woman asks *Do you want to go for a meal?* (B) confuses *leaving for Houston* and *pack* with a vacation. (C) repeats *French*, but this is the type of restaurant the woman mentions. The man needs to *go home*, not *move home* (D).
5. C He is going to Houston on business the next day. He will sign a contract, not rewrite one (A). (B) is not mentioned. (C) confuses *pack* with *snack*.
6. D The man is going home to pack. (A) is incorrect. (B) refers to his trip the next day. (C) relates to the woman's request.
7. C The man says *I have a couple of shirts I'd like you to wash*. Various times are mentioned, but he is not checking the time (A). He wants someone to pick up his laundry from his room, not room service (B). (C) relates to *a couple of* (meaning *two*), but confuses *shirts* with *desserts*.
8. A The woman asks the man to put the shirts *in a blue plastic bag*. A *pink form* (B) is mentioned, but by the man. (C) repeats *closet*. (D) confuses *closet* and *deposit*.
9. B The woman says laundry collected before six PM. *should be back before ten the following morning*. (A) is not mentioned. (C) refers to the current time. (D) refers to the deadline for laundry collection.
10. D The man mentions they are *thirty minutes late*. (A) is not mentioned. (B) repeats *map*, but the woman has not forgotten it. (C) confuses the context and also confuses *on the left* with *left*, the past tense of *leave*.
11. C The man says *We were supposed to be here at three* and that they are *thirty minutes late*.
12. B The man asks the woman to *tell the reception desk we're here*.

Making Inferences

Questions about Attitude p76 Track 69

1. D The man sounds tired. He says he has driven for *five hours*, *in heavy traffic*, and *It's been raining the whole time*. He does not mention food (A), or feeling sick (B), and (C) is not indicated.
2. A The woman sounds frustrated that the client canceled the order. She says she spent *three days negotiating the deal*, and *gave them everything they asked for*. (B), (C), and (D) cannot be inferred.

Questions about Deductions p76 Track 70

1. B The woman questions whether the bill is correct, and says *I'm amazed at the cost*, adding that she doesn't have enough cash to pay. We can deduce the bill is more than she anticipated. (A) and (C) are not mentioned. (D) cannot be inferred.
2. A When asked if the *Blue Kings* are popular, the man says *Are you kidding?* which suggests they are well known. He also adds *I can't believe I got tickets*, implying tickets soon sell out. We can deduce the band is popular. (B) is incorrect. (C) and (D) cannot be inferred.

Mini Test – Making Inferences p76 Track 71

1. B The man complains it is *too hot*, and the woman says Jim is *working on it as fast as he can*. The man then says *the whole system needs replacing*. We can infer that *it* and *the system* relate to air conditioning. The windows aren't broken (A), they simply *don't open*. (C) and (D) cannot be inferred.
2. C We can tell from the man's tone and the complaints he makes that the man feels angry. (A) is a distractor, referring to *relax*. (B) and (D) cannot be inferred.
3. B We can deduce from *upgraded, first class, frequent flyer program* and *flight* that they are talking about a journey by plane. (A) cannot be inferred. (C) confuses two meanings of the

adjective *full* (completely occupied and no longer hungry). (D) attempts to mislead by connecting *upgraded* with *promoted*.

4. B The woman says *That kind of thing never happens to me*. We can infer she feels jealous.

Steps to Success p77

Practice 1 Track 72 1 What/do, 2 Where/taking place, 3 time

1. D The man asks *How many are you sending out*, and later refers to a *post office*,
2. B (A) refers to where the woman is going. The man says the woman can use his car, but they are not in a car (C). (D) is not mentioned.
3. C The man says *It's almost six now*.

Practice 2 Track 73 1 What/discussing, 2 woman/think of/ cost, 3 What/woman/do next

1. C The woman mentions next month's conference, and they discuss *seminar rooms, accommodations* and the *cost*.
2. A The woman says *I got a good deal*.
3. D The man says *go ahead*.

Practice 3 Track 74 1 What/problem, 2 What/man/ask/woman/do, 3 How/woman/feel

1. A The woman says her notebook PC *doesn't seem to work properly*.
2. A The man asks her to *come back on Friday*. He does not ask her to come back the following week (B). (C) and (D) are not mentioned.
3. B The woman needs the computer for her work, and says *I can't wait that long*.

Practice 4 Track 75 1 Where/speakers, 2 Why/man/anxious, 3 What/woman/do next

1. D The words *boarding*, *gate*, *flight* and *ticket* indicate this at the airport. The woman says *We should go to the gate* which implies they are not yet on the plane (D). (A) and (C) are incorrect.
2. D The man is worried about Alex.
3. B The woman says *I'll call his cell phone again*.

Practice 5 Track 76 1 What/man's position, 2 What/speakers/do, 3 What/woman/do

1. A They are discussing staffing in the production department. The woman says *You already have 35 employees*.
2. C They mention they might *extend the shifts from eight to nine hours*.
3. C The man suggests the woman *calculate the cost of overtime first*.

Review Test p84 Track 77

1. B The phrases *burning building*, *emergency call* and *car crash* indicate the job is a *firefighter*.
2. D She says *it's not as exciting as I first thought*. She mentions hours spent training, but doesn't say they are too long (A). (B) is not suggested. (C) repeats *exciting*.
3. B The woman mentions there was a *car crash* last week. Nobody was hurt (A). (C) is not mentioned. (D) tries to mislead by referring to *burning building*.
4. C The man is telling the woman about flight times, and accommodation options.
5. B The man says her flight arrives at *five thirty in the morning*.
6. A The man says *it's a very good rate*. (B) is not mentioned. It has four stars (C), but this is not why he recommends it. We don't know if it is available for three nights (D).
7. B They are part of the Customer Service Team.
8. A The man says *There is a lot of information*. (B) and (D) are not mentioned. (C) is incorrect as the website is *finally working*.
9. A She says she didn't know there would be a photo of her on the website. (B) is not mentioned. (C) aims to mislead by including the name of their department. (D) is incorrect.
10. D The man says his boss *came to our wedding*. (A) and (C) cannot be inferred. (B) is the topic of the conversation.
11. D The woman suggests the man asks his boss for *a raise*. (A) is not mentioned. (B) refers to the house they are looking at. (C) repeats *neighborhood* but confuses the context.

12. C The woman says *I wish we lived in a place like that* and the man replies the house *must be worth a fortune*. (A), (B), and (D) cannot be inferred.
13. C The woman passes on a message from the C.E.O. (A) refers to the C.E.O. (B) relates to the job title *Finance Director*. (D) cannot be inferred.
14. B The man is calling about the *Finance Director position*. The woman tells him he has not been *successful*. We can infer he had an interview as he says *It was good meeting the C.E.O. and the team*.
15. C The man feels disappointed he was unsuccessful in his application.
16. C They are talking about translating a customer feedback form into Chinese. They are not discussing any feedback itself (A). They mention that a *group from China is arriving*, but not an overseas booking (B). (C) confuses *appear* with *appearance*.
17. B The woman says the group *is arriving on the twelfth*.
18. B The man says the translation should be done *by an agency*, and the woman says *I'll try to find one*.
19. D The phrases *weighs*, *send them to Paris* and *priority mail* indicate this takes place in a post office.
20. D The man mentions he is sending books as *It's my sister's birthday*. He does not plan to visit his sister (A). He has already bought the books (B). His sister lives in Paris (C), but he doesn't plan to go there.
21. A The woman asks the man to fill in a *customs declaration*. (B) refers to when the package will arrive. (C) is not mentioned. (D) confuses *customs* (meaning *tax or duty*) with *custom* (meaning *tradition*).
22. B They are speaking about a coworker, Kevin. They discuss his present, card, and future plans. (A) refers to Kevin's travel plans only. (C) is not mentioned. (D) repeats *hiking*, but refers to Kevin's leaving present.
23. D The man mentions he has bought a card and asks *Do you want to sign it?* The woman says *Thanks*. (A) is a distractor for *found another job*. (B) confuses *card* with *yard*. (C) is incorrect as the man has already bought a present.
24. A The man says Kevin plans to *travel around South America for a year*. His girlfriend is mentioned, but no marriage plans (B). (C) repeats *another job*. (D) is not mentioned.
25. C The woman asks the man to *stop the car*, and then reviews his driving abilities.
26. A The woman says the man is *not safe on the road* and mentions *he almost hit a cyclist*. She doesn't say he practices a lot (B) but that he needs to practice a lot more. (C) is incorrect as she says *you don't concentrate*. (D) is a distractor for *your reversing is poor*.
27. C The man says *he never saw a cyclist* and seems surprised.
28. A The woman mentions eating *sandwiches at our desks* for a month until they were able to *come down here* when cafeteria reopened. They are in a company canteen.
29. B The woman says *the food is worse than before*. (A) is not mentioned. (C) repeats *sandwiches* and links this incorrectly to the man saying *I'm a bit disappointed*. (D) is incorrect as the man says *it's more expensive*.
30. B The man decides to say *something to the management*. We can infer he is going to complain. (A) refers to eating arrangements before the cafeteria reopened. The man says *I can cook better than this*, but this doesn't mean he plans to cook his own food (C). (D) is not mentioned.

PART 4 – Short Talks

Try It Out p88 Track 78

1. A The speaker asks the audience to prepare information on products they are *responsible for in the stores*. They are therefore not customers (B). (C) incorrectly relates *training program* with *instructors*. The speaker refers to *new employees* (D), but they are not the audience.
2. C The speaker mentions a *lack of knowledge about the products we sell* among staff and says *We need to make our training program more effective*. (A) and (B) are mentioned, but are the not the main topic. (D) is not mentioned.

3. C The tests will start *As of next month*.
4. D Lee says his calls is *about the new computer system we're designing*. (A) confuses *designing* with *resigning*. (B) incorrectly assumes *online search function* means planning a website. (C) repeats *new* and uses *design*, but he is not starting a new company.
5. A Lee says *a lot more work* is needed, and mentions *financial implications*. (B) is not mentioned. (C) cannot be inferred. (D) is incorrect as he says *we haven't included this in the cost*.
6. A Lee says *I'm free next Tuesday*. (B) repeats *afternoon*. (C) is not mentioned. (D) is incorrect as there are *financial implications*.
7. B Mrs. Gifford *has been Vice President here for three years*. (A) refers to the position she will take up next month. The speaker is the Chairman (C). (D) is not mentioned.
8. D The speaker says *she first came to us* as Vice President, three years ago.
9. B The speaker asks the audience to *join me in a round of applause to congratulate Mrs. Gifford*. (A) assumes she is leaving the company. (C) repeats *Chairman*. (D) repeats *position*.
10. D They are in a *Space Museum*. (A) incorrectly links *books* with a *library*. (B) is not mentioned. (C) relates the varied items the speakers lists with a department store.
11. A The speaker is announcing that *work is finally finished* on the museum's *brand new gift shop*. (B) confuses *renovation* with *donation*. The speaker does not thank anyone (C). Although she lists various products on sale, she is not advertising them (D).
12. C The speaker says *Shortly, the renovation of the cafeteria will also be completed*. (A) confuses *renovation* with *vacation*. (B) relates to the speaker's wish for strong sales. (D) repeats *financial*, but there is no suggestion of difficulties ahead.

Improve Your Performance

Listening for Main Ideas

Questions about the Speaker p92 Track 80

1. C The phrases *Welcome aboard, flight AE564, flying, an altitude of land*, and *flight* all indicate this is in an airplane.
2. C The speaker is welcoming the audience to the *Seaview Bay Resort*. The phrases *check in at reception* and *Welcome Guest Pack* suggest this is a hotel. The speaker says *I'm in charge here*.
3. D The speaker mentions *Joe's Grill*, *steak*, and *dish*, and refers to *Everyone who works with me in the kitchen*.

Questions about the Topic p92 Track 81

1. B The speaker mentions the man's *experience and knowledge*, and invites him to attend the *final stage of interviews*. She is talking about a job vacancy.
2. A The speaker mentions *Washing your hands* as it *prevents the spread of disease*. She reminds the audience to *clean the tables, food trays, and the area around the beds*.
3. C The ad mentions *50 percent off everything* and *great end-of-the-season bargains* for listeners who come to the store *this weekend*.

Questions about the Audience p93 Track 82

1. B The speaker mentions the *next stop* and says they will visit the *Statue of Liberty*, which is the *last destination in our tour today*.
2. B The speaker refers to a half price *promotion* in the *fruit and vegetable section*. The audience are not working on a farm (A), selling food (C), or eating in a restaurant (D).
3. C The message gives a number for callers to dial for *emergency dental advice*.

Questions about the Location p93 Track 83

1. D The speaker mentions the *Impressionist rooms*, and says there are *over sixty paintings*, mentioning *Monet* and *Renoir*.
2. C The speaker says *this train will arrive on Platform 2*.
3. B The key words mentioned are *reports, grade, end-of-semester exam, study and students*.

Questions about the Purpose p94 Track 84

1. A The speaker says it is important to *exercise regularly*, and mentions the benefits of a daily *walk*. He also mentions cycling, *golf* and *tennis*. Serious health problems (B) are mentioned, and team sports (C), but neither is the main reason for the talk. The speaker says *more exercise* results in a *longer life* (D), but this is a result of exercise, not the purpose of the announcement.
2. C The speaker says he wants to express his *gratitude* for the staff's *hard work over the last year*. They work at a conference venue (A), and have won an award, but he is not accepting it now (B). (D) is not mentioned.
3. B The woman is paying tribute to Dr. Williams, who is retiring after 37 years at the research facility. No new employees are mentioned (A). They work in a research facility, but she is not opening one (C). (D) confuses *hard work* with the need to work harder.

Mini Test – Listening for Main Ideas p95 Track 85

1. B The ad tries to attract customers with free offers and big discounts. (A) and (C) are not mentioned. The checks will result in safer cars (D), but this is not the main purpose of the ad.
2. D The ad promises *free engine and winter tire checks*. No products are mentioned (A), only services. (B) confuses a *warranty* for work done on a car with vehicle *insurance*. Prices for services are reduced, but no cars are on sale (C).
3. C The ad is directed at all listeners; *loyal customers* and people who are *new to Mike's Motors*.
4. B The report mentions a *national strike* will take place following the *breakdown in contract negotiations* between a farm workers union and management.
5. C The speaker is the *host* of a feature called *Jobs Bulletin* on *WNRC Radio*. She is a news presenter.
6. A The report is being made from the radio station. A union is mentioned but they are not outside the headquarters (B). The speaker mentions a *press conference* (C), but that was *three hours ago*. (D) refers to the union leader.
7. A The woman is preparing the audience for a talk by *local historian Peter Fletcher*.
8. C The speaker is mostly talking about *Richard Warren*, a settler who arrived in 1620. The topic is local history, but she is not speaking about its importance (A). She only introduces historian Peter Fletcher, rather than talks about him (B). The *Mayflower* is mentioned (D), but is not the topic.
9. B The talk is held at the *Cape Cod Historical Society*, and is for the *general public*.
10. D The woman is introducing *Mr. Sanchez*, who she says is the *latest member of our team*.
11. D The woman says Mr. Sanchez will work with everyone in the *Sales and Marketing Department*. (A), (B), and (C) cannot be inferred.
12. B The woman mentions *main course* and *dessert*, so this would indicate they are in a restaurant.

Listening for Details

Questions about Numbers, Dates, and Times p97 Track 87

A

1. C The payments were *paid every month for the last six months*.
2. C The speaker says the *case will probably go to trial next month*.
3. A *Parker Buildings* is the company mentioned. No other building companies are thought to be involved.

B

1. B The speaker says the cafeteria will close for *approximately one month*.
2. A The Coffee Shop is *on the third floor*.
3. D Employees will each receive *\$50 in coupons* per week.

Questions about Reasons and Requests p98 Track 88

A

1. B The speaker says the delay is because of road repairs.
2. B Passengers are advised to go to Bay 3 and wait there.
3. D The next bus at Bay 3 is the 15:45 service to London, not Newcastle.

B

1. B The ad offer ultrafast broadband at the cheapest rates.
2. A Advance Net Plus customers who have a 24-month contract can get a \$50 credit. They are encouraged to sign up for two years.
3. A New customers can get a free two-gigabyte memory stick, but only until the end of the month.

Questions about People and Places p99 Track 89

A

1. A The speaker says he will move to Sun City, Arizona.
2. C His first job was as an Assistant Manager. He was then Section Director (A). He is now Vice President (D). (B) is not mentioned.
3. A The speaker says he will be handing over responsibilities to Mr. Hammond.

B

1. D Only graduate students can borrow up to ten books at a time.
2. B The speaker says The red zone is the silent area and No talking in the red zone.
3. B Books can be left in the book drop at the West entrance if the library is closed.

Questions about Problems and Suggestions p100 Track 90

A

1. C The company asked for \$100,000, but the bank is only prepared to lend half that amount.
2. B The speaker says that they might need to wait for bigger offices.
3. D He says let's make a list of our ideas for cutting costs.

B

1. A Kathy says I can't get my work e-mail.
2. D She says I don't know when I'll be able to use it again.
3. A She asks please call me and gives a phone number.

Questions about Plans and Sequences p101 Track 91

A

1. B She begins by saying Before I begin by introducing our keynote speaker.
2. B The talk on Innovation will take place in Room 403.
3. A The presenter who will be introduced first is Dr. Fraser.

B

1. C The speaker says we have two weeks before the launch.
2. D He mentions that starting today there will be a TV advertising campaign.
3. D He is going to fly to Los Angeles at three o'clock.

Mini Test – Listening for Details p102 Track 92

1. A The message says For a billing inquiry, please press 3.
2. C There is 50 percent discount on all headphones and speakers.
3. D The message says to speak to a customer service representative, please press 6.
4. C The ad mentions family fun and activities for children of all ages, and free meals for children under five.
5. A The Aloha restaurant specializes in authentic local food.
6. C Anyone booking online will get breakfast absolutely free.
7. A The man says that the Regent Hotel is too small for us these days.
8. C The Roosevelt is in the Adirondack Park, which is outside of the city.
9. B He hands out the brochure and says let's talk about it.
10. C There are three tables of six all booked for between seven thirty and eight.
11. B They are having a 50th birthday party.
12. D The woman says I'll go and tell the chef. We can infer she will go into the kitchen.

Making Inferences

Questions about Attitude p104 Track 94

1. B The speaker sounds grateful, saying Thank you and later repeating her appreciation.
2. A The man says the Jameson contract was something we all tried to win, and mentions the lucky woman who succeeded will get a huge bonus. His tone is jealous.

Questions about Deductions p104 Track 95

1. B The speaker asks employees who have parked there to move their cars as soon as possible.
2. A The woman says the situation isn't good, and that stocks are down again. She mentions orders have fallen.

Mini Test – Making Inferences p104 Track 96

1. A The speaker says we can't wait any longer, and that they are ten minutes behind schedule.
2. B Her tone is frustrated, especially towards the end that's their problem.
3. D The man apologizes that Carolina Strakovsky cannot perform, saying we understand that you came to hear Carolina Strakovsky, and offers a refund for those that want it.
4. A We can infer that the man feels disappointed that the event can't take place as planned.

Steps to Success p105

Practice 1 Track 97

1 What/announced, 2 How long/Vicks/Mundo Medical, 3 What/implied/news

1. C The announcer says the C.E.O. of Mundo Medical is leaving to join rival PRC Chemicals.
2. C She has been there for more than twenty years.
3. B The man refers to the announcement as shocking.

Practice 2 Track 98

1 problem/website, 2 How long/problem, 3 What/Lee/do

1. C The woman complains that there is still a wrong telephone number on the website.
2. D She says It's been almost four weeks now.
3. B She wants Lee to do this ASAP, preferably today.

Practice 3 Track 99

1 Where/announcement/made, 2 What/ passengers/do, 3 When/arrive/London

1. C The words luggage, seat, aisles, racks, and bags are related, but buffet service and train indicate the location.
2. A Passengers are asked to make sure your luggage is labeled correctly and to put small bags in the racks above your seat.
3. C The man says We will be arriving in London at 9:15. (A) is the current time in Great Britain. (B) and (D) aren't mentioned.

Practice 4 Track 100

1 What/aim/message, 2 kind/movie/7:00 P.M., 3 Where/movie/rock music

1. C The message is all about tonight's features.
2. B The romantic comedy Always a Bridesmaid is the only movie at 7:00 P.M.
3. D This is where Metal Music Mania is showing.

Practice 5 Track 101

1 Who/speaker/addressing, 2 How/Argo 250/ compare, 3 How long/guarantee/Argo 250

1. A The Argo 250 is available at all good department stores, so the speaker is not addressing buyers (A). This is a sales pitch, not a board meeting (C). The reference to returns policy and shipping is a distractor for post office (D).
2. A The speaker mentions the Argo 250 uses 50 percent of the electricity of other leading brands.
3. D The vacuum has a lifetime warranty.

Review Test p112 Track 102

1. C The announcement begins Attention Shoppers and mentions store, checkout counters, purchases, and food and drink.

2. B The announcer warns the store *will be closing in fifteen minutes* and asks shoppers to *pay for their purchases*.
3. B The announcer says that *tomorrow is bargain Tuesday*. The store is shortly to close. It is therefore Monday evening.
4. C The presenter refers to *the fans here in the stadium*.
5. D The presenter says he is joined by *both players*, who have just finished a tennis match.
6. A The match was *one of the longest in the history of this competition*.
7. C She says *Andrew is sick* and that she has to *take him to the hospital*. We can assume he is her son as she says *he'll probably be out of school for a few days*.
8. A She wants him to *finish the monthly invoices*.
9. D She is calling her office, so she is not at work (A). She will go to the hospital tomorrow (B). She says the *doctor's office is calling*, not that she is there (C). We can deduce that she is with her son at home.
10. A The speaker says *this is the office you'll be using*, and gives some general information about where things are.
11. B He says the restroom is *down the hall on the left*.
12. C He says a *client of mine is coming* soon so we can assume he will go to meet him. (A) refers to *coffee maker*. (B) and (C) are not mentioned.
13. D Thunder Bay in northern Ontario *will see some showers... in the late afternoon*.
14. A The speaker encourages listeners to *enjoy a walk or a jog in the park*.
15. B The speaker says *by mid-week we could hit 20 degrees!* It is currently 17 degrees.
16. A Phrases such as *Over the next three hours*, *After that*, and *then* indicate the speaker is outlining a series of events.
17. C The speaker says that everyone attending the seminars shares the desire *to be the best you can be in life*. He goes on to mention *personal growth and true potential*.
18. D The speaker says he will *wrap up with a question and answer session*.
19. B The speaker is announcing different news stories. (A) confuses *news announcer* with *reporter*. (C) repeats *business correspondent*, but refers to *Kate Leung* not the speaker. (D) repeats *climate change*, but reflects the focus of the first news item rather than the speaker.
20. B This extract is mostly about an *agreement reached at the World Trade Talks to reduce carbon emissions*. This is a *major step forward*. No speech is mentioned (A). (C) is incorrect as carbon emissions are to *reduce*. (D) repeats *global warming* but this is not the topic.
21. B An official announcement is expected *within the next sixty minutes*.
22. A The ad is aimed at anyone who has *had an accident at work*. The company will *deal with your employer*, so the ad isn't aimed at employers (A). (C) repeats *insurance*. (D) refers to the company placing the ad, who will *investigate your claim*.
23. A The ad mentions a *cash lump sum* and a *regular payment*, and encourages listeners to get in touch to *find out how much you could get*.
24. B Listeners are asked to *Call now* on the number provided.
25. D The message is for people calling the company. (A) is incorrect as the people are calling the *Customer Service department*. (B) confuses the people making the call with who they are calling. (C) confuses two meanings of calling; *visiting* and *phoning*.
26. D The *estimated waiting time is fourteen minutes*.
27. C Callers are asked to press *1* to leave a message if they don't want to hold.
28. B The radio presenter is outlining the sections of the show, as indicated by phrases such as *In a few moments*, *Then*, and *Finally*.
29. C The speaker refers to *our very own Laura Sharp*, implying she works for the radio station, and says she will talk about the *latest music and entertainment news*. (A) refers to *Hamir Sharma*. (B) repeats *singer*. (D) is not mentioned.

30. A 'The speaker starts by saying *in just a few moments* he will be asking theater critic Hamir Sharma about the *best shows in town*. (B) repeats *city life*, which is the name of the magazine Hamir Sharma is a reviewer for. (C) relates to *music* which Laura Sharp will cover. (D) repeats *health* but no survey is mentioned.

Listening Comprehension Test

Part 1 p115 Track 103

1. A There are bags, but people are not *unpacking them* (B) and they are not *for sale* (D). This is at an airport, but the bags are not being *loaded onto an airplane* (C). They are on the baggage carousel.
2. B Some chairs are visible, but he is not *fixing a chair* (A). There is paper on the table, and (C) confuses *folding* with *holding*, but he is holding a *hammer* (not paper). He is *standing near*, not *sitting at* the table (D).
3. B It is not clear whether both men are wearing hats, but they are definitely not *taking off* their hats (A). There are no *cattle* to feed (C). They may be in a garden, but are not *relaxing* (D). They must be pulling weeds. [Some questions in the TOEIC test can only be answered by eliminating other choices.]
4. C He is in the room, not *entering* it (A). The room is tidy, not *messy* (B). We do not know if the bed is next to the door (D).
5. C This question focuses on a detail. The man may be at a hotel checking in, but he is not *checking his bag* (A). They are not in a *store* (B), or *shaking hands* (D).
6. B There are no leaves on the tree. This is a play park, but there are no children playing (A). The weather looks sunny, with no rain (C). (D) confuses the wooden items in the park with house construction.
7. C They are not *boots* and they are not on the *floor* (A). We do not know they are *samples* (B) or *in the way*. These are racks, not shelves, and there are no *clothes* on them (D).
8. A (B) mentions *water*, but confuses the context. He is *washing*, not *drying*, the dishes (C). There are plates, but he is not *waiting* for any (D).
9. C The people are *standing*, not *sitting* (A). This does not appear to be a restaurant (B), and no presentation is taking place (D).
10. D She may be a nurse, but she is not *helping* anyone (A). There is no elevator (B). She has a badge, but she is not *holding* it, she's wearing it (C).

Part 2 p121 Track 104

11. A (B) confuses *hear* with *here*. (C) answers a different question (*What is Mr. Jameson's position?*).
12. C (A) confuses *room* (meaning space) with *Room* and does not answer the question. (B) cannot answer a choice question.
13. A (B) responds to a different problem. (C) misleads linking *there* with *here*.
14. C (A) repeats *out*, but does not answer the question. (B) repeats *called*, but answers a different question (*When did they call?*).
15. B (A) answers the question *What presentation did you give at the conference?* (C) repeats *conference*, but does not refer to presentations.
16. A (B) misleads by relating *cold* to room temperature. (C) confuses *sold* with *cold*.
17. B (A) confuses *recruit* with the similar-sounding *computer*. (C) confuses the subject and repeats *new*.
18. C (A) repeats *recommend*, but answers a different question (*Would you recommend...?*). (B) refers to staying in New York, but does not answer the question.
19. B (A) answers a different question (*Is the train the quickest...?*). (C) confuses *vacation* with *station*.
20. B (A) confuses the subject. (C) relates *assistance* to *assistant*.
21. A (B) confuses the verb *break* meaning to *damage* with the noun *break*. (C) refers to *Do you want to take a*, but is an illogical response.
22. B (A) does not answer the question. (C) confuses *replace* and *briefcase*.

23. C Both (A) and (B) are illogical responses.

24. A (B) confuses *half* and *staff*. (C) repeats *say*.

25. C (A) answer a different question (*How much is parking?*). (B) repeats *park*, but as a noun.

26. B (A) confuses *male* (relating this to *women*) with *mail*. (C) assumes they are waiting for delivery of an order, not *mail*.

27. C (A) uses past tense of the verb *work* and the distractor *fine*. (B) confuses the subject and topic.

28. A (B) confuses *amazed* with *raise* and refers to a different subject. (C) is an illogical response.

29. B (A) answers a different question (*How long was the flight?*). (C) uses the verb *fly*, and confuses *tonight* and *flight*.

30. C (A) uses the verb *leave* in the past, but refers to a different subject. (B) confuses *relieved* with *leave*.

31. A (B) assumes the question *Would you like to go to...?* (C) refers to Australia, but answers a different question.

32. C (A) is an illogical response. (B) refers to the past.

33. B (A) answers a different question (*How much did it cost?*). (C) relates to *days*, but does not answer the question.

34. C (A) cannot answer a choice question. (B) is an illogical response.

35. C (A) relates *leaving* with *finished*. (B) confuses *imports* with *report*.

36. A (B) uses the phrase *feel like*, not *feel*. (C) repeats *today* and *good* but answers a different question.

37. B (A) repeats *book*, but with a different meaning. (C) repeats *hotel*, using *next week* as a distractor for *soon*.

38. A (B) begins *No*, which answers the slightly different question *Did Naomi say which...?*. (C) answers a different question (*When did Naomi leave college?*).

39. C (A) repeats *money* and *back* but answers a different question. (B) does not answer the question.

40. B (A) repeats *tell*. (C) repeats *help* in a different context.

Part 3 p123 Track 105

41. B The woman answers the phone and offers to take a message. (A) confuses *extension*, *line*, and *busy* with technical problems. (C) and (D) cannot be inferred.

42. A The woman tries Lucy Ward's extension number and says *the line is busy*.

43. B The woman asks the man if he'd like her to pass on a message. He says *Yes please*.

44. A They are talking about moving filing cabinets, tables, and chairs to a different location in another building. (B) is a distractor for *Maintenance Department*. They are relocating their office, not moving home (C). (D) is not mentioned.

45. C The man says *Maybe we could hire a truck*.

46. A The woman says *she will find out how much it'll cost*.

47. B The man says he is working on *this week's sales report*. They are both in an office. (A), (C) and (D) are incorrect.

48. A The woman mentions *going to lunch* at a nearby restaurant, and the man says *OK, that sounds good*.

49. B The man is working and says *I'll be along in a minute*. We can assume he wants to keep working for a short while.

50. C The words *on board*, *passengers*, *take off*, *Customs* and *captain* indicate this conversation takes place on a plane.

51. A The man says they are *waiting for two more passengers*.

52. C The woman says they *can't wait much longer*, meaning they will wait for a short time.

53. D The man complains about the desks *covered in dust* and *paper all over the floor*.

54. D We can tell from his tone, and from what he says (*I'm sick of it*) that the man is angry.

55. A The man says he wants to *get rid of Andy*, and *advertise for a new cleaner*.

56. D The woman says they have won *five big contracts* recently. The man says they are *starting to see the results* of their hard work.

57. A The woman says *we got the Jefferson contract last week*.

58. D He says *I'll give them a small bonus*. (B) and (C) are the woman's suggestions. (A) misleads by referring to the contract they have won.

59. C The man mentions *the meeting room upstairs* and later refers

to impressing *visitors*. They can't be in a hotel (A). The woman says she will go to a garden center (B). (A) confuses *coffee table* with coffee shop.

60. A The man says *we could put more lights in*.

61. C She will go to a garden center *on Saturday* to buy plants.

62. B They are speaking about painting the *ceilings and walls* on the first floor rooms, and need to know the *color*. He man is a *painter*.

63. A The man is annoyed when the woman says they *haven't received payment* for last month's work.

64. B The woman suggests calling Joanne Masters at the start of the conversation. The man later says *Tell her we need that money*, implying the woman should call Ms. Masters.

65. C They are talking about the dishes they are eating; fish and vegetable pizza. They are not in an office (A), or buying the food in a grocery store (B) or at a market (D). We can assume they are in a restaurant.

66. D They can't be housemates (A) or coworkers (C) as they do not see each other often. (B) is incorrect as the man asks *How are things at work?* They are most likely friends.

67. A The man says *We haven't seen each other for ages*.

68. C The woman complains *the roof leaks* and the *windows won't close*. They then discuss the cost of repairs.

69. D She says she will ask someone to *give us a price for the repair*. She will get someone to take a look, not look herself (A) or fix the problem herself (B). She wants to get a quote, not send a quote (C).

70. A The man says *I hope it won't cost too much*. He is worried by the possible expense.

Part 4 p125 Track 106

71. D The speaker is giving the weather forecast on *WTNC*, which we can deduce from the context is a radio station.

72. B He says *Thursday will be wet but there will be sunny periods*.

73. C The forecast says there is a *70 percent chance of rain* on *Friday*.

74. B The phrases *National Airlines flight*, *Gate 34*, *flight* and *final call* all suggest this is in an airport.

75. D The speaker advises Mr. Tomaselli to *proceed directly to Gate 34*, as the flight is *about to depart*.

76. A As the *gate will close in five minutes*, Mr. Tomaselli needs to get there quickly.

77. A The speaker refers to *your needs here at Ablewright Industries*. He is presenting a sales pitch to executives at the company. (B) relates to the man's field of expertise. (C) is his company. (D) refers to *customers* the man mentions.

78. B The speaker is pitching to *design and deliver a market research program*.

79. D The man says he and his team are *experts at market research*.

80. A The words and phrases *editorial* and *design departments*, *print room*, *books*, and *shipping room* indicate this is a publishing company. (B), (C), and (D) are all mentioned as part of this.

81. C The speaker mentions *the articles that you all write*. The audience is a group of reporters.

82. B The woman says *We'll end in the museum*.

83. C The ad says the magazine features *leading business experts* (A), and asks people to subscribe, so is not aimed at retailers (B). (D) misleads by relating to *International* in the title of the magazine.

84. C The magazine is *delivered monthly* to subscribers.

85. A The ad says listeners need to subscribe *for two years to get a free luxury ballpoint pen*.

86. A The man says that Ms. Wilkins *has decided to step down from her position* and will be moving to *Marston Convention Center*.

87. B The speaker refers to the audience as *department heads*, and later mentions the name of the company as the *Waterford Hotel*.

88. D He says that anyone interested should *e-mail Human Resources*.

89. A This is an automated queuing system. The extension number is mentioned, but has not been dialed (B). (C) and (D) are incorrect.

90. D The end of the message states *your estimated wait time is eleven minutes*.

91. C The phrases *make flight reservations* and *book hotel rooms* indicate the company is a travel agency.

92. A The speaker tells the people to clean the *kitchen*, *tables*, *chairs*, and *cutlery* before the inspection. (B) is not mentioned. The speaker says *this is an emergency*, but he is not speaking to emergency workers (C). *Kitchen* is mentioned, but not *kitchen suppliers* (D).

93. B The man says the complaint was made by a *member of the public* last week.

94. A The time is *ten*, and the inspectors are *arriving at one*.

95. B The speaker is talking about *this year's charity fundraising event*. The aim is to raise money (A), but she is talking about the event itself. (C) is not indicated. (D) refers to where the money raised will go.

96. D As there are *fourteen other companies*, the total is fifteen.

97. D The decision is made to hold a *sponsored car wash*.

98. B The presenter says that Brinks Machinery will stop operations *at the end of this month*. (A) confuses *shock to the town* with *earthquake*. The President is not new to the job (C), and no job losses were announced previously so there can be no increase in job losses (D).

99. C He is the *President* of Brinks Machinery.

100. B Mr. Chadley blames *cheap imports from overseas* for the failure of the company.

READING

Grammar

Word Choice – Mini Test p131

- C The structure used here is *so + adjective (tired) + that*.
- B We use *no* before nouns.
- A *Would you like* is followed by *some* before an uncountable noun.
- B We use *enough* (meaning *sufficient*) before countable nouns.
- D As *time* is uncountable, *little* is used after *very*.
- C Before the countable noun *photographs*, we use *many*.
- B Here *most* (meaning *the majority of*) is needed.
- A To refer to two related nouns, *both* is used.
- B Only *never* can complete this positive statement.
- D In this negative statement, *any* is used.

Auxiliary Verbs – Mini Test p133

- B Only *cannot* (*can't*) is possible to express present inability.
- D We use *have to* as this is something that is necessary.
- A *Could* completes this polite request.
- D We use *should have* to express advice in the past.
- C Here we use *didn't have to* (meaning *it was not necessary*).
- B To express negative possibility in the past we use *could not have*.
- D Here *might* expresses possibility.
- B To indicate present ability, we use *can*.
- A Occasionally, *must* is used to express present obligation.
- B Here, *could* completes the negative possibility.

Comparatives and Superlatives – Mini Test p135

- B The superlative of the two-syllable adjective *serious* is needed here.
- B The comparative using *as...as* completes this sentence.
- A The comparative *more interested* is used before *than*.
- C This option gives the complete comparative form of the three-syllable adjective *expensive*.
- A Only *more modern* can be followed by *than*.
- C To complete this comparative sentence, *as...as* is used.
- D Although separated, the comparative form here is *worse than*.
- A The superlative *the least difficult* is needed here.
- B After *just* (meaning *equally*) the structure *as...as* must be used.
- D The comparative form of this one-syllable adjective is *nearer*.

Subject-Verb Agreement – Mini Test p137

- A The subject is singular, so *has* completes this present perfect tense.

- B Because the definite article *is* used, only *is* can complete the present continuous tense.
- D Despite the plural *managers*, *one of* takes a singular subject.
- C The object is plural (*sports*), but the subject is *program*, which is singular.
- C Money takes a singular verb form, so *was* completes the past simple passive.
- D The indefinite article is used here, so *are* completes the present continuous tense.
- C The subject is *Singapore*, which takes the singular verb form.
- B Time takes a singular verb form, so *is* completes the present simple tense.
- B *Nobody* is a singular subject.
- A Although the name of the restaurant uses the plural *Chefs*, it takes a singular subject.

Pronouns – Mini Test p139

- D Only the *reflexive pronoun* correctly completes this sentence.
- C The *possessive pronoun* is needed here.
- A In this case we use the *possessive adjective*.
- A *Mr. Lee* is the subject, so we need the *subject pronoun*.
- C The *possessive adjective* is needed to complete this sentence.
- A The subject is *We*, so we need the *object pronoun*.
- B The *object pronoun* is needed here.
- D The *possessive adjective* completes this sentence.
- C In this case we use the *reflexive pronoun*.
- B The *possessive pronoun* is needed here.

Verb Forms and Tenses – Mini Test p141

- B For actions in progress in the past we use the *past continuous*.
- D Here we need the *present continuous* for a planned future event.
- A The action finished in the past, so the *past simple* is used.
- C The *present perfect* is used for this unfinished action.
- B For plans made earlier, we use *to be followed by going to*.
- C Only the *past continuous* can fit here, for actions in progress in the past.
- A The action is completed in the past, so we use the *past simple*.
- C The *present simple* is needed to complete this sentence.
- C With *since*, the *present perfect* is normally used.
- D We use the *present continuous* for things happening around now.

Gerunds and Infinitives – Mini Test p143

- C After *forbid* the infinitive with *to* is used.
- A After *mind* we use the gerund.
- C The gerund is needed here as the action (*wasting money*) started before.
- B This is the subject of the sentence, so we need the gerund.
- D After *suggest* we use the gerund.
- B Here the gerund is used as the object of the sentence.
- A The adjective + preposition *good at* takes the gerund.
- C The gerund is used after *regret* as the action happened before.
- B After *make* + object we use the infinite without *to*.
- B The verb *justify* takes the gerund.

Vocabulary

Word Forms – Mini Test p147

- B After the modal auxiliary *must* we use a *verb* here.
- C Only an *adverb* can describe the verb *completed*.
- B Here the countable *noun* is needed.
- C The *noun* is the only word that completes this sentence.
- C Only an *adjective* can describe the noun *vehicle*.
- D The noun *way* is described by an *adjective*.
- A The *verb* is used as an imperative.
- D The *adverb* is used because it describes the verb *become*.
- B After the modal auxiliary *could* the *verb* is used here.
- C Here the *adjective* describes the noun *talk*.

Words with Similar Meanings – Mini Test p149

- B The verb *charge* means *ask someone to pay (+ for)*.
- D The verb *reduce* means *make something smaller*.

3. C The collocation used here is *say what you think*.
4. B To match the subject *factory* we use *closed*.
5. C The collocation used here is *consumer goods*.
6. C Members of staff are *employed* by a company.
7. D Only *advised* can be followed by *us*.
8. B The document that proves payment is a *receipt*.
9. A Of these options, only a *team* can have a captain.
10. B The collocation is *develop* (meaning *create*) a *strategy*.

Word Choice – Mini Test p151

1. A The collocation used here is *fully qualified*.
2. A Someone can *play a role* (in + noun/gerund).
3. D A ceremony is *held* in a particular place.
4. C In this case, only *significantly* can follow *increased*.
5. D Only *advice* can complete this sentence meaningfully.
6. B A *decision* is *made* (or *taken/reached*).
7. C Only *have* a *discussion* makes sense here.
8. B The collocation used here is *spare parts*.
9. C Here only *various* can come before *factors*.
10. D The verb *provide* collocates with *assistance*.

Prepositions – Mini Test p153

1. B We use *in* with rooms (e.g. *office*).
2. C We use *for* with a period of time (e.g. *for years*).
3. B The structure *from ... to ...* is used here.
4. D Only *by the door* makes sense here.
5. A Here *in* (meaning *inside*) makes the most sense.
6. C Only *in* (meaning *within a certain time*) fits here.
7. D We use *in* with rooms (e.g. *basement*).
8. A *During* is used here (meaning *within the time*).
9. B For up to but not after a certain point, we use *until*.
10. D We use *since* with a period of time (e.g. *since breakfast*).

Words that Look Alike – Mini Test p155

1. C When prices rise, *inflation* can cause difficulties.
2. A To be *overrated* means *valued too highly*.
3. B Only the noun *refusal* is possible here.
4. A Here *contribute* (meaning *give money*) completes the sentence.
5. B The collocation *practically impossible* is used here.
6. D The prepositional use of *except* fits here.
7. D Only the noun *morale* (meaning *enthusiasm*) can be used here.
8. C The verb *provide* collocates with *details*.
9. B We use *obtain* (meaning *get*) with permission.
10. C Of these options, *complaints* can only be *discussed*.

Conjunctions – Mini Test p157

1. C The structure *neither ... nor* is used here.
2. B Only the conjunction *although* fits grammatically.
3. A Here *whether* (meaning *if*) completes the sentence.
4. B The purpose is given using the conjunction *so*.
5. D The conjunction *despite* can take the gerund.
6. A The condition *unless* (meaning *if...not*) fits here.
7. C Only *As soon as* (meaning *Immediately*) can be used here.
8. A The conjunction *so* (showing a result) fits here.
9. B The structure *both ... and* is used here.
10. D After *not only...* we use *but also*.

Phrasal Verbs – Mini Test p159

1. B Only *keep on* (meaning *continue*) can fit here.
2. C To *look into* means to *investigate*.
3. A Only *put off* (meaning *delay*) can fit here.
4. C The phrasal verb used is *get along well* (with someone).
5. A To *put back* means to *replace*.
6. B Only *work out* (meaning *understand*) can fit here.
7. D The flight was *held up* (meaning *delayed*).
8. C To *deal with* something means to *handle* or *take care of* it.
9. B Only *gave up* (meaning *stopped*) can fit here.
10. C The application was *turned down* (meaning *refused*).

PART 5 – Incomplete Sentences

Try It Out p161

1. A The adjective needed is *informal* (meaning *casual*).
2. D The superlative form is used here.
3. B Time takes a singular verb form, so *is* completes the present simple tense.
4. C The adverb is used because it describes the verb *become*.
5. D Only *in* (meaning *within a certain time*) fits here.
6. C The verb form used here is *to be + going to* for plans made earlier.
7. B After *refuse* the infinitive with *to* is used.
8. D Only *take up* (meaning *accept*) can fit here.
9. A The noun needed is *fine* (meaning *penalty*).
10. D Only *have* can be followed by *to* (*have to* means *necessary*).
11. C The noun *decision* takes the verb *make*.
12. B The verb that fits here is *consider* (someone for something).
13. C The possessive adjective is needed to complete this sentence.
14. D We use *in* with countries.
15. B We use *tell* (meaning *inform*) with an object.
16. A The adverb *so* is used before *many* for emphasis.
17. A Only an *adjective* can describe the noun *offer*.
18. C The adverb that fits here is *recently* (meaning *not long ago*).
19. B The adjective *careless* best fits the meaning of this sentence.
20. B The conjunction that fits here is *because* (meaning *for the reason that*).
21. A We use the modal auxiliary *should* (*not*) when giving advice.
22. C Only the comparative form *bigger* can be followed by *than*.
23. B The *present perfect* is used for actions that continue into the present.
24. D We use the conjunction *Even though* to show contrast.

Steps to Success p164

Practice 1

- 1.1 B The comparative form *more...than* completes this sentence.
- 1.2 D Only the conjunction *despite* can be followed by this noun phrase.

Practice 2

- 1.1 C The auxiliary verb *could* is used here to indicate ability.
- 1.2 D The phrasal verb *come across* (meaning *encounter*) is used here.

Practice 3

- 1.1 A The *reflexive pronoun* is needed here.
- 1.2 B The *adjective* is the word form needed to describe the noun (*report*).

Practice 4

- 1.1 A The only word choice possible here is *unsuccessful*.
- 1.2 D The tense needed here is the *past simple passive*.

Practice 5

- 1.1 B The gerund is needed as the action started before.
- 1.2 C The preposition *at* is used here to refer to a location.

Review Test p171

1. A The *verb* is used because it follows the modal auxiliary *should*.
2. C Only *special* collocates with *occasions* in this case.
3. D The noun *applicants* (meaning *candidates*) is used here.
4. C The *past participle* completes the *past simple passive tense* needed here.
5. D Only *required* (meaning *obliged*) has the appropriate meaning.
6. B These words look alike, but only *existed* makes sense.
7. D The adjective needed here is *qualified* (meaning *eligible*).
8. A Only the *noun* can come after the adjective *economic*.
9. C A hotel can be *fully booked* (meaning *all rooms are taken*).
10. A The adjective *crowded* (meaning *full of people*) fits here.
11. C This noun completes the phrase *personal assistant*.
12. B This adjective completes the phrase *the person (who is) responsible (for...)*.
13. C The structure used here is *neither...nor*.
14. D Here the *reflexive pronoun* is used.

15. D The noun needed here is *growth* (meaning *expansion*).
16. B Only the superlative form completes this sentence.
17. C These words look alike, but only *description* fits the sentence.
18. A The phrase used here is *to have trouble* (meaning *difficulty*) + *ing*.
19. A The adjective *easy* best fits the meaning of this sentence.
20. C We use the preposition *on* with surfaces/floors, etc.
21. A The phrasal verb *to hold (someone) up* means *to delay*.
22. A Only the adjective *irresponsible* (meaning *foolish*) fits here.
23. B The *adjective* is needed here.
24. B The noun *advantage* (meaning *benefit*) fits here.
25. A Planets can only be *discovered*.
26. B This intensifying adverb emphasizes the adjective *nervous*.
27. A This conjunction showing contrast fits here.
28. B Only the possessive *adjective* completes this sentence.
29. D The present simple tense is used with the stative verb *want*.
30. C The verb *make* collocates with noun *progress*.
31. A Here the present perfect tense is used with *since*.
32. B The possessive *pronoun* is needed here.
33. C Only *in* (meaning *within a certain time*) completes the sentence.
34. C Here *temporary* (meaning *for a limited time*) fits here.
35. A The extension was done by a *contractor* (i.e. *building company*).
36. C The conjunction *whether* (meaning *if*) best fits this sentence.
37. C The names of subjects (i.e. *Economics*) all take a singular verb form.
38. D This modal auxiliary completes the polite request.
39. D Only *bill* (meaning *banknote*) can be used here.
40. B Here *any* is used as a determiner before the uncountable noun *time*.

PART 6 – Text Completion

Try It Out p176

1. B Here the verb *to be* is followed by the adjective *pleased (to)*.
2. B Used as a preposition, *Without* is followed by the noun *help*.
3. C This modal auxiliary completes the phrase *would like to*.
4. A The gerund is used after *have fun* (meaning *enjoy*).
5. B The verb that collocates with *results* is *announce*.
6. D Only the pronoun *there* can complete this sentence.
7. C Here *in* (meaning *within a certain time*) is needed.
8. A This conjunction fits the sentence, showing contrast.

Steps to Success p179

Practice 1

1. C The noun *discounts* (meaning *price reductions*) fits here.
2. A We use the present simple tense in this case.
3. C The preposition *in* is used for places and regions.

Practice 2

1. A The verb needed is *remind* (someone *about* something).
2. D The simple present passive is used here.
3. C The possessive *adjective* completes this sentence.

Practice 3

1. D Only this conjunction can be followed by this noun phrase.
2. B The collocation used here is *achieve goals*.
3. A The preposition *on* is used for dates.

Practice 4

1. B The conjunction *and* links these two positive statements.
2. C The noun *position* means *job in a company*.
3. D Only the noun *search* can complete this sentence.

Practice 5

1. B This adverb indicates the time has arrived earlier than expected.
2. A Only *returned* has a meaning that makes sense here.
3. A The noun *choice* (meaning *selection*) completes this sentence.

Review Test p186

1. A Only the adverb *significantly* can be followed by *expand*.
2. C The present perfect is used with *since*.

3. B Only this conjunction can complete the sentence.
4. D We use *such a* before an *adjective + noun*.
5. B The past simple is used because the action is completed.
6. D Teeth whitening is a *service* that the company offers.
7. A Here we need the conjunction *so* to indicate result.
8. C The phrase needed here is *take advantage of* (meaning *benefit from*).
9. A The present continuous passive completes this sentence.
10. B The modal auxiliary *should* is used to indicate expectation.
11. D We use the *imperative* after *please* to issue polite instructions.
12. C Here the *gerund* is used after the phrase *thank you (for+ing)*.

PART 7 – Reading Comprehension

Try It Out p190

1. D Dr. Stevens is responding to Mr. Katsuzawa's letter asking why he was not selected for the course *Computing for Beginners*. She mentions there were *sixteen spaces available*, that they were evenly distributed between men and women, and that those selected were all *unemployed, retired* or have *part-time jobs*.
2. B The course runs *Monday through Friday from 10:00 A.M. until 1:00 P.M.*, making a total of fifteen hours.
3. C Dr. Steven's refers to Mr. Katsuzawa's full-time job, and questions how he *would manage to attend the course*, which runs during normal office hours.
4. B The e-mail begins by announcing the *latest edition of "Work in Action"*. Although (A) a survey is mentioned, this is not until the third paragraph so is not the main purpose. (C) and (D) are not mentioned.
5. A Ms. Shaw works for *Carpe Financial Management* and writes about sources of *financial support and funding*. (B) is too general, (C) is incorrect as she is not publishing the magazine, and (D) is not mentioned.
6. C The word *confidential* means *private* (i.e. answers will not be disclosed).
7. B The e-mail begins *Dear Customer*. It is for anyone who receives the magazine "Work in Action."
8. A The ad states that the offer is available *when you book online*. (B) is not mentioned. (C) is incorrect because you must *arrive* (not *book*) on a red date. The offer is *valid for new reservations*, which does not mean *new customers* (D).
9. C The ad mentions *the very finest cuisine* (A), that the hotel is *ideally situated for exploring the city* (B), and that it is a *perfect venue for a ... business meeting* (D).
10. A The ad states *Full payment is due at the time of booking*.
11. D Mr. Hilper's e-mail address indicates he works for *Aranlo*. He mentions *Off Mart* (A). He is writing to *Central Stationery* (C). He bought *BestBrand* printer cartridges (B).
12. D Mr. Hilper's e-mail mentions prices at *Central Stationery* and says they are *in some cases more than double those charged at other stores*. He goes on to give examples of high prices. (A), (B), and (C) are not mentioned.
13. B Referring to *OffMart*, Mr. Hilper says *I notice from their online shop...*
14. C In his e-mail, Mr. Hilper mentions one of the three filing cabinets cost \$65. In his response, Mr. Prent says this *third cabinet is the new model* and is therefore more expensive.
15. D Here, the word *value* means *appreciate* or *consider important*.
16. B Ms. Arakawa mentions changes in the length of the group tour and also the departure time, and possibly lunch venue. (A) is incorrect as the tour hasn't taken place yet. The tour is not for the staff to participate in (C) and it is already organized (D).
17. B In her memo, Ms. Arakawa says *the length of the group tours is no longer two hours*. In the schedule, the group tours are shown as lasting 90 minutes (*from 10:00 A.M. – 11:30 P.M.*). They are thirty minutes shorter.
18. D In the schedule, Mr. Walker is shown to take *Group B* on a tour of the *Print Room* in the afternoon.

19. C In the memo, Ms. Arakawa ask Dr. Nicholson to finish his talk *in 45 minutes*. In the schedule, his talk starts at 3:00 P.M. He should therefore finish by 3:45 P.M.
20. D Here, the word *prompt* means *punctual* or *on time*.

Improve Your Performance

Reading for Main Ideas

Passage 1 p200

1. A recent conference. In the subject line, Ms. Williams refers to the conference *last Tue* and goes on to say it *went extremely well*.
2. To thank an organizations' staff. Ms. Williams begins *I would like to say "many thanks"* and finishes with *please pass on our thanks* to the staff at the Maybridge Center.
3. A convention center. Ms. Williams refers to the Maybridge Center as a *fantastic venue* and says she looks forward to *holding more events in your great facility*.

Passage 2 p201

1. Opposition to a proposed development. The article focuses on protests from residents at the plans to build a fast food restaurant and gas station.
2. To report a community meeting. The article is about a *special council meeting* that took place *last night*.
3. In a local newspaper. There is nothing to indicate this is from a college newsletter or science journal. It is a straightforward reporting piece in a local paper.

Passage 3 p202

1. Application requirements. The fax concerns an application for a bank account, and is accompanied by an application form which Mr. Wong must *complete and sign*.
2. To request information. Ms. Bertram wants to confirm some personal details from Mr. Wong.
3. A potential investor. Mr. Wong is interested in a savings account. He wants to invest.

Passage 4 p203

1. Cooperating in research. The letter mentions Dr. Gupta's *research interests*, and discusses *working together on a research project*.
2. To agree to work together. Mr. Harp says that the possibility of working with Dr. Gupta is an excellent idea.
3. A scientific researcher. Dr. Gupta's knowledge is in the field of fuel cells and renewable energy.

Passage 5 p204

1. A job vacancy. The ad is headed *Temporary Cashier* and details the job requirements.
2. People who want short-term employment. This is an ad for a full-time, but temporary (i.e. short-term) job.
3. To support a job application. Ms. Jackson mentions her work experience and personal skills.
4. She is working part-time. In her e-mail, Ms. Jackson says *I work part-time as a cashier*.
5. It is very successful. The ad mentions it is *Maine's biggest seafood and fish restaurant*.

Mini Test – Reading for Main Ideas p206

1. B The article is mainly about *Harney's*, which is described as a large *electronic retailer*. (A) is not mentioned. (C) is only mentioned in the final line. (D) is given as a reason for poor sales, but is not the main focus of the article.
2. D The article focuses on the company's fall in profits and poor performance. Five stores will close, but this is not the main focus (A). (B) is too general. Sales since the New Year (C) are referred to, but are not analyzed.
3. C Only (C) is possible. (A), (B), and (D) do not match the style or content.

4. B The article mentions the company's *recovery plan* is intended to *reduce overheads* (i.e. *cut costs*). There is no indication the company will leave Oregon (A), although five stores in Oregon will close. (C) and (D) are not mentioned.
5. A The company is clearly facing tough challenges. (B) is incorrect as profits are down. Although results are poor there is no indication the company will collapse (C). (D) is not mentioned.

Reading for Details

Passage 1 p208

1. Ms. Gillingham is the *Admissions Officer*.
2. The courses take place *on weekday evenings*.
3. Mr. Courtney says he is *especially interested in Skills for Work*.
4. He asks for a *brochure* and a *price list*.
5. He says *A friend told me*.
6. Reduced fees are available for people with *low incomes*.

Passage 2 p209

1. In *Melrose Hall*.
2. Her lecture is *Living Energy*.
3. *The Learning Brain* lasts for two hours.
4. *Sally Erskine* the *Academic Program Manager*.
5. Her lecture finishes at *1:15 P.M.*
6. The last paragraph states *Only members of the university may attend*.

Passage 3 p210

1. She *got back yesterday*.
2. They are *waiting for payment for Phase Three*.
3. She has been *on a business trip to Seoul*.
4. She is going to *Beijing*.
5. She will be back on *Friday*.
6. Rupert can call her *at four o'clock this afternoon*.

Passage 4 p211

1. The ad states *We are specialists at removing viruses and spyware*.
2. Any *customers in Orlando* who need emergency help.
3. The *PC Total Care* service.
4. At the bottom the ad says *Call us to discuss your requirements*.
5. The cost is \$50 per hour. (\$500 for ten hours.)
6. There is a *free consultation* with the web design team.

Passage 5 p212

1. The e-mail states that Mr. Sharpe is the *Academic Advisor* for the *Dynamic Sales and Marketing* course.
2. Five days. The dates are *July 22–July 26*.
3. Those who pass will receive a *GeoTraining Certificate of Training* award.
4. Ms. Burton mentions he can e-mail *the course planning team*.
5. He needs to pay \$4000 (the course fee \$3950 and \$50 "priority registration" fee).
6. She is the *Course Manager*.
7. The location is given in the notice as *The Hoover Building*.
8. In her e-mail, Ms. Burton asks Mr. Jones to pay *immediately*.
9. At the bottom of the notice, the bank is given as *Hanubo International*.
10. Ms. Burton mentions this is necessary because he is *registering very late*.

Mini Test – Reading for Details p214

1. A The discount for this item is given as *12 percent* in the fourth column.
2. C The *Expected delivery times* state around *5 days after the order is received*. This is within a week.
3. C In the opening line, Mr. Bryson says Mr. Ames visited *last Friday*.
4. B The letter states that shipping is free for *orders over £1000*. The total order is above this amount.
5. C The *Sub-Total* (before VAT is added) is given as £3313.70.

Making Inferences

Passage 1 p216

1. *The office manager.* Only someone senior within the company (i.e. not a client) would have the authority to issue this reminder. A cleaner would not refer to *our clients*.
2. *The problem is getting worse.* The writer states that *in recent weeks ... more and more dirty cups are being left* in the conference room. It is not suggested that customers are complaining. The number of meetings is unrelated.
3. *The current situation is bad for business.* The writer mentions that the sight of the dirty cups *makes a poor impression* on clients, inferring it is bad for business. There is no suggestion that staff should meet elsewhere, or not take drinks into the room.

Passage 2 p217

1. *He recently applied for a job.* Ms. Sharlow thanks Mr. Petain for his letter *expressing an interest in working* at the resort and mentions there were *many applications for the position*.
2. *Mr. Petain has trained as a ski instructor.* The job that he applied for is *ski instructor*, and it is stated that he has a *Level 1 qualification*. We can therefore infer he has trained as a ski instructor.
3. *He needs to achieve better qualifications.* Ms. Sharlow refers to applicants who are *extremely well qualified*, and ends by explaining *As you only have a Level 1 qualification* which implies it is appropriate, but insufficient. There is no suggestion he should reapply.

Mini Test – Making Inferences p218

1. C Mr. Bickerstaff is *well known for his profiles of business leaders* and this is referred to as his *latest publication*. Neither (A) nor (B) can be inferred. (D) relates to the topic of the book rather than the author.
2. D Mr. Ellington feels the author needed to *look beyond the borders of the United States* for business leaders to focus on. There is no mention of it being specifically useful for those wanting to own a business (A). The suggestion is there are important leaders *elsewhere* that are not covered (B). Only those *new to the subject* will enjoy this, not everyone (C).
3. A This is a book review. The book was published by *Sun Valley Press* (B). There is no indication Mr. Ellington is a successful businessman (C) or an expert in business (D).
4. B He is disappointed only business leaders from the USA are covered, and feels the author *missed a chance* to broaden the focus. This means the book is *lacking in appeal*. There is no indication the book is exciting (A), or badly written (C). The price is given as \$15.95, but there is no mention whether this is reasonable or not (D).

Steps to Success p220

Practice 1

1. B Chris writes *I'm sorry but I won't be there for the meeting* and asks John to go alone. The meeting will go ahead, not be rescheduled (A). Chris is not placing an order (C) or checking prices (D).
2. A The company installs and maintains alarms. There is no reference to a bank (B). (C) and (D) are not mentioned.
3. C Chris mentions Mr. Holden's *intruder alarm has gone off* and that he *wants me to reset the system*. (A), (B), and (D) all relate to John's meeting with Mr. Goldman.
4. D Chris wants Mr. Holden to place an order, which indicates he is a client. (A), (B), and (C) are incorrect.

Practice 2

1. A The letter is about the benefits of membership in the International Hotel Workers Association. Ms. Hernandez is not applying for a job (B). (C) is mentioned, but is not the main purpose. The letter mentions membership fees, not donations (D).
2. C The letter states *Anyone working in the hotel industry* can join. This includes senior managers (A), part-time workers (B), and full-time workers (D).

3. D The Health Care plan costs \$75 per month extra.
4. B Ms. Holstein works in the *Membership Team* of the IHWA, which is a union. (A), (C), and (D) are incorrect.

Practice 3

1. A The notice outlines what employees will do on International Volunteer Day. Participation is mandatory, so no volunteers are required (B). They will be renovating the local school, not reporting on it (C). No job vacancy is advertised (D).
2. A The notice states they will be using *the two new trucks that have our sign*. (B), (C), and (D) are not mentioned.
3. A According to the Mr. Petrov, *It should take a full day*.
4. B With teams of plumbers, electricians and painters, we can deduce this is a building company.

Practice 4

1. D This document is for customers of a delivery company. It details services and prices. There are no instructions (A), or leisure topics (B), and the content does not cover food (C).
2. C The service is for *most national locations*, meaning some areas are not covered. Where delivery is possible, it is guaranteed (A). A surcharge is only needed in the cases listed below the chart (B). Packages cannot be sent to other countries (D).
3. B The fastest international service is *Global Priority*, which could take just two days.
4. D The maximum weight for this service is 10 pounds. CDs and DVDs (A) and items not wrapped in NKP packaging (B) incur a surcharge whatever the service. No limit to the value of items (C) is mentioned.

Practice 5

1. C This heading best summarizes the content of the article. Sarco International conducted the survey, so (A) and (B) are incorrect. (D) is not mentioned.
2. B 5,000 questionnaires were sent out. 80 percent of managers replied, meaning 4,000 in total.
3. A The complaints mentioned are that meetings *started behind schedule* (B), *failed to meet their objectives* (C), and *lasted too long* (D). Only (A) is not mentioned.
4. C Eric Knowles is a reporter for the publication *Business Today*.

Review Test p226

1. C The beginning of the letter states that Mr. Dubois wrote about his *latest dining experience at Jim's Diner*.
2. A She states that when people write *it is usually to make a complaint*, so Mr. Dubois' letter was a *nice change*.
3. B He is told to show the letter to a staff member for a *20% discount* the next time he visits. (A) and (D) refer to the *Make a Difference* bonus for staff. (C) is not mentioned.
4. B Rob writes he will be at a *meeting in Los Angeles on Friday*. He is not going there on vacation (D), but for business. He is *flying out tomorrow morning*, not on Friday (C). (A) refers to his boss, who has lost his job.
5. D Here, the word *fired* means *dismissed or sacked/made redundant*.
6. D The notice publicizes a single seminar, not a training program (B). Dr. Dawkins' achievements are listed (C), but this is not the main purpose. (A) is not mentioned.
7. C The talk will take place at *The Martin Cross Building at New Jackson University*. Dr. Dawkins will give seminar during his visit. (A) and (B) refer to Dr. Dawkins' current positions elsewhere. (D) is the university department that is running the event.
8. D He is *C.E.O. of Electra International* (A), he *teaches on MBA and executive education programs* (B) and he *designs...corporate training programs* (C). Only (D) is not mentioned.
9. B Ms. Steel asks sales managers to tell their staff to *reduce their expenses*. She wants to avoid cutting budgets (A). (C) is not mentioned, and (D) cannot be inferred.
10. C She warns that savings must be *made within the next three months* or budgets will be cut. We can infer she intends to review budgets in three months. (A) may not be necessary. (B) is not mentioned. (D) refers to the amount over budget.

11. A She mentions *train travel* (B), *receipts for all expenses* (C) and *stays in hotels* (D). Only (A) is not mentioned.

12. C The article is about creating *successful relationships in business*. (A), (B), and (D) are not mentioned.

13. D Paragraph two ends *Most of all, talk to your clients...* (A), (B), and (C) are all mentioned, but are not the most important principles.

14. C Step Two mentions *Always do what you say you are going to do* (A), *Set yourself achievable goals* (B) and *assess your progress* (D). Only (C) is not mentioned.

15. A Here, the word *fundamental* means *basic or essential*.

16. A Under *Reasons*, the customer writes *As always, I was very pleased...* which clearly indicates the customer has used the company before. (B), (C) and (D) cannot be inferred.

17. B Here, the word *unpleasant* means *disagreeable or objectionable*.

18. C The topic of this paragraph is the *reception staff* mentioned in the first line. Ivan is the translator (B). The writer is a customer (D). (A) is not mentioned.

19. B The first line states *Please find following our order...* .

20. C The fax is sent on *May 27*, and Ms. Barkley wants the items by *Friday, June 5th*, which is the end of the following week.

21. D The second paragraph mentions *the order totals over a thousand dollars*.

22. D Sumiko asks readers to *sponsor me if you can*, and mentions that *whatever you do give will go to a good cause*.

23. C In line 2 she states she is running *in support of the American Stroke Association* this year. (A) was the charity she supported last year. (B) is the company she works for. (D) is *the company's official charity*.

24. C She mentions *This year, I am running...* which suggest she has run the Boston Marathon before. She also refers to *Last year*, and says *this year I want to do even better*. She *started training two months ago*, so (D) cannot be correct. (A) and (B) cannot be inferred.

25. B Under *Course Objectives*, the course is stated as being for *medical staff at UHMC (United Health Medical Centers)*.

26. A Next to the Sunday afternoon session *Team Building* is the comment *see course folders for more details*.

27. C Here, the word *competencies* means *skills or abilities*.

28. B They will stay at the *Chatfield Institute* which is a *residential management training venue*.

29. D Gladys tells Sanjaya *You MUST read the terms and conditions before applying*. (A) and (C) are incorrect. (B) is not mentioned.

30. C The chart indicates this year's funding for *Clothing* to be \$1500.

31. A Here, the word *confirm* means *check or verify*.

32. C Gladys mentions *As this is your first time attending ETF, I think it is worth submitting an application*. (A), (B), and (D) are not indicated.

33. D In the e-mail, Gladys refers to the chart and tells Sanjaya *your industry has been the hardest hit*. The chart shows that funding for *Construction* fell most, from \$2000 to \$1000.

34. D Mr. Ronson writes he is *unable to continue* and will be *leaving his position*. Staff cuts (A) and a pay raise (B) are covered, but are not the main purpose of the letter. (C) is not mentioned.

35. B In her memo, Ms. Rebecci says he started *in the beginning of April*. The letter gives the date as *September 30*.

36. A Ms. Rebecci states *I have tried to bring us up to date* and refers to *the measures I have taken*. (C) is incorrect as the memo states his coworkers will take over Mr. Ronson's role. (B), and (D) cannot be inferred.

37. B The memo states that a few months ago *the company was in terrible shape*. There have also been *staff reductions*. (A) is incorrect. (C), and (D) cannot be inferred.

38. A Here, the word *measures* means *steps or action*.

39. C Mr. Walliam is *C.E.O. of Presoneat Assurance Co., Ltd* which has offices in *Sakura Building 1*. (A) and (B) refer to the notice. (D) is not mentioned.

40. C Mr. Walliam says some people *continued working as normal* (A), and that the fire alarm *sounded at 5:20 PM*. (B). He also complains *you did not give us a time* (D). Only (C) is not mentioned.

41. B The notice states *you must leave the building immediately*. (A) is not mentioned. (C) is incorrect and (D) refers to after they have left the building.

42. C The notice states the fire alarm test will take place on *Monday, August 17*. Mr. Walliam refers to *yesterday's fire alarm test*.

43. A Here, the word *scheduled* means *planned or timetabled*.

44. B The deadline is given as *September 30*. (A) is incorrect. (C) and (D) are not mentioned.

45. A The position advertised is *Maintenance Supervisor*, and duties described include *the supervision and management of operations*. (B), (C), and (D) are not mentioned.

46. D The ad states those with *supervisory experience will be preferred*. In the e-mail, Mr. Lyton writes *I have never been a manager*. He is *used to working with computers* (A) and *has eight years' experience* (B). He qualified in 2001 (C).

47. B In his e-mail, Mr. Lyton states *the best way to reach me is on my cell phone*.

48. B Here, the word *common* means *popular or widespread*.

Reading Test

Part 5 p244

101. D Only this adjective has the correct meaning to fit the sentence.

102. B We use *much* in negative sentences with the uncountable noun *money*.

103. A This modal verb completes the deduction *must have + past participle*.

104. D The *object pronoun* is needed to complete this sentence.

105. B This pronoun is used in negative sentences.

106. A The infinitive following *want to* is used here.

107. B We use *since* to refer to a point of time in the past.

108. C A *fine* is a sum of money to be paid as a penalty for breaking the law.

109. A The subject *information* takes a singular verb form.

110. D Only the *reflexive pronoun* correctly completes this sentence.

111. C The collocation used here is *pay attention*.

112. C The noun *guarantee* (meaning *warranty*) fits here.

113. C The adverb is used here (meaning *fortunately*).

114. C We use *at* with locations (e.g. *factory gates*).

115. A The adverb that collocates with *forbidden* is *strictly*.

116. B Here we need the *present continuous* for things happening around now.

117. C We can only use *any* to complete this negative statement.

118. D Here, the *adjective* is needed to describe *it* (i.e. *the weather*).

119. B To describe the noun *comments*, the adjective *critical* is needed.

120. B Only *look into* (meaning *investigate*) can fit here.

121. D The conjunction *unless* (meaning *if ... not*) is needed here.

122. B Here, the phrase *for external use* means *not to be swallowed*.

123. A The past participle *provided by* collocates best here.

124. C *Liz* is the subject, so we need the *subject pronoun*.

125. B The only adverb that collocates with *coming* is *definitely*.

126. A The structure used here is *no alternative but (to + infinitive)*.

127. C Only the conjunction showing contrast *Although* fits here.

128. B Only the verb *insist* is followed by the preposition *on*.

129. D The conjunction *or* correctly connects the two actions.

130. A The adjective (meaning *logical*) describes the noun *decision*.

131. D The comparative structure used here is *more ... than*.

132. B The verb *allow someone to do something* is used here.

133. C Only *in* (meaning *within a certain time*) fits here.

134. C The *present perfect* is used for this recently completed action.

135. A The verb is used as a negative imperative.

136. B We use *decide between* when there are two alternatives.

137. D The past participle ending in *-ed* is used here.

138. A Only the noun *competes* this sentence.

139. C The verb *to bring (someone something)* fits here.

140. B The collocation used here is *casually dressed*.

Part 6 p248

141. B The adjective *scheduled* (meaning *planned*) fits here.

142. C The structure used here is *most of + noun*.

143. A The collocation used here is *out of action* (meaning *not working*).
 144. D If something is done *in advance* it is done *ahead of time*.
 145. B The *future simple* is used to indicate future intention.
 146. C The modal auxiliary *should* is used to indicate expectation.
 147. C The *verb* is used as an imperative.
 148. A The *verb* used here is *welcome* (someone + to ...).
 149. B Of these nouns, only *obstacles* can be used with the verb *overcome*.
 150. D Only this pronoun, meaning *No matter what*, fits here.
 151. C These words have a similar meaning, but only *numerous* can come before *companies*.
 152. A Here, the infinitive is used after the verb *help*.

Part 7 p251

153. B This itinerary is to attract people to sign up for a short tour of famous places in the UK. It is not aimed at tour operators (A). Tourist attractions (C) and historic sites (D) are mentioned, but only as details of the tour.
 154. D Walking tours of (A) and (B) are mentioned, and a coach tour of (C).
 155. C The Cotswolds is described as *picturesque* (meaning *beautiful*) and *an Area of Outstanding Natural Beauty*. (B) refers to the Lake District. (C) refers to York. Only one castle, Edinburgh Castle, is mentioned (A).
 156. B The e-mail begins by giving *confirmation of your participation* at the fair. (A), (C) and (D) are mentioned only as supporting details.
 157. A The e-mail states *Contact details can be found on the order confirmation*, which is attached.
 158. C She is told she can *edit your registration data online*. (A), (B) and (C) are mentioned, but are not relevant.
 159. D Here, the word *assigned* means *allocated or given*.
 160. C Mr. Hanrahan's account *has exceeded its credit limit*. (A) refers to the *overdraft charge* incurred. There is no offer to raise (B) or correct (C) his credit limit.
 161. B He has an account with the bank, so he is a customer. *Mr. Marshall* is an employee (A). (C) and (D) are not directly mentioned.
 162. A He is asked to *Please remit the amount outstanding*. Only if this is not possible should he visit his local branch, not call (B) and speak to a client services manager for assistance (D). Further charges (C) will be applied if he does not resolve the situation.
 163. C Francis says he can't conduct the performance review next Monday, and asks Suzanna to *check your diary for an alternative date*. He says he *can't reschedule* the doctor's appointment (A). (B) and (C) relate to the purpose of the meeting.
 164. D She is asked to list her *goals* (A), *successes* (B), and *anything you want to ask about* (C). Only (D) is not mentioned.
 165. B Here, the word *productive* means *constructive or useful*.
 166. C Francis is conducting Suzanna's performance review, so we can assume he is her manager. (A), (B), and (D) cannot be inferred.
 167. D A *consultant will visit your home* (A), *measure the dimensions and design a perfect layout* (B), and *discuss your requirements* (C). Only (D) is not mentioned as free of charge.
 168. A The ad mentions visiting customers and installing kitchens at their *homes*. (B) and (D) are not mentioned. (C) refers to the company's own consultants.
 169. D The ad states that *One call is all it takes*. The company designs, builds and installs kitchens. (A) and (B) are not indicated. (C) is incorrect as the company was *Established in 2003*.
 170. A The bottom of the ad states *Order this month and pay nothing for one year*.
 171. B The notice warns patients that doctors will *video some of their consultations*, but *consent* is *voluntary* for patients that participate. (A) and (C) are mentioned, but are not the intended audience. (C) is not mentioned.
 172. A No training was possible because of *limited space* at the *previous premises*.

173. C The memo states that the purchasing policy *is not being followed consistently* and explains the correct procedure. (A) is not mentioned. (B) and (D) are mentioned, but not as the main purpose.
 174. B Orders over \$300 need to be authorized by the *Line Manager*. (A) is too general. (C) is only necessary for orders over \$1000. (D) refers to recommended suppliers.
 175. D Here, the word *consortium* means *group or association*.
 176. C The article focuses on one job. This is not a job vacancy (A), nor does it mention several careers (B). (D) is mentioned but only at the very end.
 177. D Familiarity with *advanced computer programs* (A), working in *an organized and systematic way* (B), and *excellent analytical skills to identify and fix problems* (C) are all mentioned. Only (D) is not mentioned.
 178. B The letter details various course requirements. (A) is not mentioned. (C) and (D) are mentioned, but not extensively.
 179. B While he is away Mr. Halson asks Mrs. Petronelli to *please e-mail me if necessary*.
 180. C The first assignment is due *March 4*. The course begins on *April 5*. (A) and (B) are not mentioned. (D) cannot be inferred.
 181. B The ad mentions that *BizPrint products are of the highest quality* (A), and *help you create a professional image* (C). *Full-color printing* (D) is mentioned. Only the size of the cards (B) is not mentioned.
 182. D He complains details of the offer *were not explained in the advertisement*, that there was *no mention of the \$9.99 shipping fee* and that he was *not aware* BizPrint would appear on the back of the cards. (A), (B) and (C) cannot be inferred.
 183. C He says *this was not in the package I was sent*.
 184. C Here, the word *matters* means *things* (i.e. *problems*).
 185. B The invoice of \$19.99 (C) minus the \$9.99 *shipping fee* (A) gives the regular price of the 250 business cards.
 186. B Mr. Dewitt's e-mail asks for clarification of several issues; the number of accounts, meter readings, paperless billing and his tariff. He has already swapped energy accounts (A), and requested paperless billing (C). He does not want to change his tariff (D).
 187. B His e-mail begins by stating he applied *Three weeks ago*. The date is given as *June 5*, so he applied around the middle of May.
 188. B Mr. Dewitt mentions he can see *three accounts*, but in Mr. Hull's reply three days later he says *the electricity order has already disappeared*.
 189. D Here, the word *assured* means *promised or informed*.
 190. A Mr. Dewitt does not need to take any action. He should only contact Mr. Hull (B) if necessary. (C) is not mentioned. Mr. Hull will take care of (D).
 191. A The notice concerns the launch of *Staff Forum*, and also the *Staff Opinion Survey*. Both initiatives aim to help staff express their views. (B) only relates to the Survey. (C) is mentioned but is not the main focus of the notice. (D) is incorrect because the survey has not been done yet.
 192. C Ms. Northton writes she wants to *promote a more pro-active response*. This is why she is offering a bonus to anyone *who does volunteer*, not just (A). (B) is incorrect. (D) is not mentioned.
 193. C The memo is to *All Department Heads*. The notice refers to *six staff, one from each department*. Therefore there are six departments.
 194. A Here, the word *address* means *deal with or sort out*.
 195. A In her memo, Ms. Northton writes that after three weeks *I have yet to receive any expressions of interest in the two initiatives*. We can infer she is disappointed at the response. She only asks the department heads to *pass on* news of the financial incentives, rather than take more responsibility (C). (B) and (D) cannot be inferred.
 196. D The article gives advice on *Choosing the right policy*, rather than recommending travel insurance (A). (B) is too general. There is no comparison of products (C).

197. C The article recommends a *minimum* of \$3000 of cover for personal items and baggage.
 198. A The documents states *Pre-existing medical conditions not included*.
 199. D Here, the word *supplementary* means *additional* with or *extra*.
 200. B The article states *Always check the terms and conditions carefully before purchasing cover*. (A) is only best for people traveling frequently. (C) and (D) cannot be inferred.

Practice Test 1

Part 1 p269 Track 107

1. C The people are outside a building, not entering it (A) and they are *sitting*, not *walking*, on the grass (B). They are not on a beach (D).
 2. B Only one vehicle is visible (A). The truck is not moving (C). There is a construction worker, but he is not *lying on the ground* (D).
 3. C She is not *in the kitchen* (A). She is washing something, but not *her hair* (B). Some bottles are on view, but she is not picking them up (D).
 4. B This is not a *shopping mall*, and there are no people (A). We can see signs for the departure gates, but nobody is *waiting at the gate* (C). An airport is indicated, but no flight is about to *take off* (D).
 5. C This question focuses on a detail. The man is reading a book, not a *newspaper* (A). They are not asking anyone anything (B). There is a sign for a cruise, and they may be tourists, but they are not *taking a cruise* (D).
 6. D (A) is incorrect. There are seats, but they are not *showing people to their seats* (B). The room is ready for a presentation, but no presentation is taking place right now (C).
 7. A The man is digging, not *getting into a hole* (B). He is wearing gloves, not trying them on (B). He is *working*, not *walking*, in the sunshine (D).
 8. B There are no people in view so (A) and (C) are incorrect. Nobody is collecting the bicycles (D).
 9. A He is not *reading* (B) or *serving food* (D). He is cooking on a range, not putting food into the oven (C).
 10. D There is nothing on the counter (A). The man is cleaning his hands, not the cabinets (B). He is not drinking (C).

Part 2 p275 Track 108

11. C (A) repeats *lunch*, but refers to the past. (B) confuses the subject, and confuses *waiter* with *later*.
 12. C (A) answers the question *Why did you buy that jacket?* (C) confuses *racket* with *jacket*.
 13. A (B) refers to the past. (C) misleads linking *give back* with *be back*.
 14. B (A) confuses *sports* with the similar-sounding *report*. (C) confuses *support* with *report* and does not answer the question.
 15. B (A) repeats *ten*, but as a number not a time. (C) refers to the past, and the response says Tim left already.
 16. B (A) confuses *inflammation* with the similar-sounding *information*. (C) repeats *ask*, but is an illogical response.
 17. A (B) answers a different question (*Is that a car parked...?*). (C) does not answer the question.
 18. C (A) answers a different question (*Where is the hotel?*). (B) repeats *time*, but does not answer the question.
 19. B (A) answers a different question (*Do you and Stacey know each other?*). (C) answers the question *How long have you and Stacey known each other?*
 20. C (A) confuses the verb to *suit* with the noun *suit*. (B) refers to suit, but does not answer the question.
 21. A (B) confuses the context, answering the question *Do you know where...?*, which is illogical due to the subject. (C) answers the question *Will you be going to the next seminar?*
 22. A (B) relates *car* to *park*, and is an illogical response. (C) also refers to *park*, but does not answer the question.
 23. C (A) uses a different subject instead of *I*. (B) answers a different question (*When did you last see...?*).

24. A (B) repeats *e-mail*. (C) distracts by relating *spoken* to *speak*.
 25. C (A) relates to the subject *They* but is an illogical response. (B) links *best* to *west* and confuses this with *east*.
 26. B (A) cannot answer a Choice question. (C) uses *left* relating to *leave*, but refers to the past.
 27. A (B) confuses *sea* with *see*. (C) does not answer the question.
 28. C Both (A) and (B) are illogical responses.
 29. B (A) confuses *demonstrates* with *delegates*. (C) confuses the context and answers a different question.
 30. A (B) answers a different question (*Where is the other office?*). (C) confuses *brother* with *other*.
 31. B (A) confuses *knocked* with the similar-sounding *lock*, and *floor* with *door*. (C) uses *forget* relating to *forgot*, but is an illogical response.
 32. A (B) is an illogical response. (C) answers the question *When will you see Kate and Ryan?*
 33. B (A) relates *chef* with food, but refers to a dish. (C) confuses *rice* with *prices*, and does not answer the question.
 34. C (A) confuses *manage* with *manager*. (B) repeats *project*, but does not answer the question and confuses *opposed* with *supposed*.
 35. B (A) answers a different question (*Are they the ink cartridges that...?*). (C) confuses *winter* with *printer*.
 36. C (A) repeats *staff*, but does not answer the question. (B) answers a different question (*When was the staff meeting?*)
 37. C (A) confuses *reforms* and *forms*. (B) confuses *shipment* and *equipment*.
 38. A (B) cannot answer a Choice question. (C) repeats *paper*, but is an illogical response.
 39. C (A) confuses *inquire* and *supplier*. (B) does not answer the question.
 40. B (A) answers a different question (*Do you think you will go to...?*). (C) relates to *finishes*, but does not answer the question.

Part 3 p276 Track 109

41. A The woman says she *will be mailing* the report to Mr. Travers. (B) is incorrect as she has finished already. (C) confuses *mailing* with *e-mailing* and the e-mail the woman refers to. (D) repeats *data*.
 42. A He says he was *expecting* it *last week*. (B) and (C) are incorrect as he has not seen the report. (D) is not mentioned.
 43. C The woman says he *will have* it *by noon tomorrow*.
 44. D She asks Rob *Do you have time to help us?* The clients have not arrived yet (A), and he hasn't helped yet (B). (C) relates to the client's company.
 45. B Rob says *I'll be down in five* (meaning *in five minutes*).
 46. A The woman wants him to help *putting the information sheets into the files*.
 47. B The woman says *Angela Adams is leaving* and the man mentions *she has worked here for forty years*. The couple discuss what to buy as a present.
 48. A She says his idea is *not very original*.
 49. B The man mentions *she has worked here for forty years*. [Sometimes in the TOEIC test one piece of information can link to two answers.]
 50. C The words *letters*, *stamps*, *package* and *Priority Mail* indicate the man works in a post office.
 51. D The man asks *Put it on the scale, please*. (A) refers to when the mail will arrive. (B) is not mentioned. (C) confuses *scales* with *sale*.
 52. B The woman mentions *cash*, but decides *I'll pay by card*.
 53. D The woman mentions *freeway* and the man says *I'd better keep my eyes on the road*.
 54. C She tries to make a call using the man's cell phone, which is in the *glove compartment*.
 55. B At the start of the conversation, the woman says *it's after two already*. [Answers are not always in the same order as you hear the information.]
 56. A The woman is speaking to the man about the possibility of purchasing offices at 54 Commerce Drive. (B) is incorrect as the man does not own the property. (C) and (D) are distractors relating to the references to finance and money.

57. D The woman says *the price is rather high*.
 58. C He suggests lowering the price by ten percent; offering \$180,000 instead of the asking price of \$200,000.
 59. C The man asks the woman for directions to HSC Dental. (A) is not indicated. (B) is incorrect. (C) confuses *I can't see* meaning *find* with sight problems.
 60. A The woman offers to *call them to say you're on your way*. There is no mention of a taxi (B). (C) and (D) are incorrect.
 61. D The man will follow the woman's directions and *take the elevator*.
 62. C They are speaking about problems sending a fax to Telco Phone Systems. (A) confuses *fax* with *tax*. (B) is incorrect as they are in e-mail contact, and no computer problems are mentioned. They are trying to place an order, but there are no contract difficulties (D).
 63. C The man says *maybe you should call*. The woman can't send a fax (A). (B) refers to the e-mail she just received. (D) repeats *equipment*.
 64. B We can deduce from her tone, and the fact she has sent *the same order form three times*, that the woman is frustrated.
 65. A The woman says *We have a train departing....* The phrases *round trip ticket*, *regular reserved seat*, and *business class* also help identify that they are in a train station.
 66. B The train departs at 9:05 (A) and *takes two and a half hours*. The man therefore gets to Boston at 11:35 A.M. (C) and (D) refer to the return journey.
 67. D The woman says *that'll be twenty-seven dollars each way*.
 68. D We can infer that the couple is at home, not in a store (A). The man is preparing to leave and they are waiting for a *babysitter*. (B) is a distractor relating to the man's dirty shirt. (C) is not indicated.
 69. A The woman says the *collar's all worn and there's a button missing*. (B) is not mentioned. (C) is incorrect as the shirt is white, and the man wants to wear a white shirt. (D) refers to the shirt the man wore last night.
 70. B The woman suggests the man *drive down to the mall* to buy a shirt. The man agrees and says *I'll be as quick as I can*.

Part 4 p279 Track 110

71. D The speaker says the ceremony is to *recognize achievement among this region's entrepreneurs*. (A) is not mentioned. (B) is a *bonus*, not the main purpose of the event. (C) is incorrect.
 72. A He says *the Internet is increasingly important to even the smallest businesses*. (B) is therefore incorrect. (C) is not mentioned. (D) refers to the future, but the *revolution* caused by online shopping has already begun.
 73. C Her company is in the *online fresh flowers market*.
 74. D The phrases *aisles*, *frozen food section* and *this store*, all indicate this is a supermarket.
 75. B The speaker says *we have some great offers for you*. (A) is mentioned, but is a reason for the offers, not the purpose of the announcement. (C) is a distractor for *fruit and vegetables*. Delivery options (D) are only mentioned at the end.
 76. C Delivery is free for anyone spending over one hundred dollars.
 77. A The woman says she *would like to arrange a time to come and interview Dr. Night*.
 78. D She is from *Business Life magazine*, and wants to write an article about Dr. Night's latest book. We can infer she is a business reporter.
 79. B The woman asks Dr. Night's secretary to *get in touch with me by the end of the week*.
 80. A The speaker mentions the audience have stayed behind to attend the event, and says that they *all work together*. They are not clients (B) or job applicants (C). (D) is not mentioned.
 81. C The purpose is to *ultimately increase our productivity*. (A), (B), and (D) are not mentioned.
 82. A The man says he will choose someone from the panel to answer any questions. Bill Sissons is the Chairman, but no vote (B) or presentation (D) is mentioned. (C) is incorrect as the speaker will direct, not ask, questions.
 83. B The ad says *We offer the best deals to hot locations all over the world*. This includes, but is not limited to, (A). (C) is not mentioned. (D) refers to where the company is based.

84. C The speaker says there is *up to 50 percent off the regular price* on "last minute" deals.
 85. B Listeners are advised to *Book online or call our team*.
 86. A The message says callers should press 2 *If you have a question about your medication*.
 87. C People who call outside normal office hours are told to call 484-555-101 for assistance.
 88. C The baby clinic is open *on Wednesdays*.
 89. A Phrases such as *cruising at an altitude of 30,000 feet*, *flight cabin crew* and *land* all indicate this is in an airplane.
 90. B The speaker says refreshments will be served *in around thirty minutes*. (A) is the current time. (C) refers to the landing time in Adelaide. (D) is incorrect.
 91. D The weather is described as *eleven degrees centigrade* and *partly cloudy*.
 92. C The speaker says employers are *optimistic about hiring prospects* and hope to *increase staffing levels*.
 93. C The man says *12,000 employers responded*. (B) relates to those who expected to increase staffing levels. (A) and (D) are not mentioned.
 94. D According to the speaker, *most demand will be in construction*.
 95. B The speaker wants to *introduce Nicola*, a new stockroom manager. He then details her experience and ends by asking the audience to *join me in wishing her a very warm welcome*.
 96. A The man says *we aim to double our store portfolio*. (B) and (C) cannot be inferred. (D) relates to Nicola's experience in her role.
 97. A The speaker asks the audience to welcome Nicola *before we begin our meal*. (B) and (D) are incorrect as they are in a restaurant, not a meeting room. (C) is not indicated.
 98. D The speaker refers to the *International Student Services department*, *education goals*, *business programs*, and the *college bulletin board*. (A) is a distractor for *Services*, which is repeated twice. The speaker says *before you choose where to work* so the audience don't have jobs at the moment (B). (C) is not mentioned.
 99. C They are currently on the second floor, and the Financial Services department is *up on the next floor*.
 100. B Information will be posted on the bulletin board, which is *next to the elevator*.

Part 5 p282

101. A Only this adjective (the opposite of *encouraged*) is followed by *from* and fits the meaning of this sentence.
 102. B The conjunction *unless* (meaning *if ... not*) completes this sentence.
 103. D The adjective ending in *-ed* is needed here.
 104. B We use the modal verb *will* for prediction.
 105. D In this case, *provide* collocates with *assistance*.
 106. A The compound noun *employment contract* is used here.
 107. C *To confirm* means to *verify* or *substantiate*.
 108. C Here *practically* (meaning *nearly/almost*) fits the meaning of the sentence.
 109. A The verb used here is *exchange* (something for something else).
 110. B Only this non-defining relative pronoun can be used here.
 111. C This verb (meaning *recognize*) fits the meaning of the sentence.
 112. B Only the noun *diversity* (meaning *variety*) describes *opinions*.
 113. D The adverb *sharply* collocates with the verb *rise*.
 114. C Here, the *adjective* is needed to describe the noun *time*.
 115. D This adjective describes how well someone can speak a language.
 116. B Here the possessive adjective refers to the singular subject *company*.
 117. C We use the adjective with *-ing* to describes the noun *job*.
 118. A This adjective means *useful*.
 119. B Only the *-ed* form of the adjective completes this sentence.
 120. A The phrase used here is *if I were you*.
 121. A This noun collocates with *thorough* and fits the meaning of the sentence.
 122. D The structure used here is *from ... to*.
 123. B Only this conjunction showing contrast fits here.

124. C This *adjective* is needed to describe the subject, *Mr. Arakawa*.
 125. C This *pronoun* (meaning *one another*) fits here.
 126. D The collocation used here is *without exception*.
 127. B The *object pronoun* completes the phrase *pass someone something*.
 128. A Here, only *showed* can be followed by *up* (*show up* means *arrive*).
 129. D Only *nothing* fits the sense of this sentence.
 130. B The *past simple passive* completes this past action.
 131. B The *adjective* is used to describe the noun *explanation*.
 132. A This preposition completes the phrase *in an attempt to*.
 133. C The *infinite* with *to* is needed here after the verb *cause*.
 134. D Only *much* can be used to intensify the comparative *better than*.
 135. A The *future simple* is used here for a future event.
 136. C Here, the *infinitive* with *to* is used after the verb *expect*.
 137. C The verb *to be affected* (meaning *influenced*) + *by* is used here.
 138. A This noun collocates with *computer* to complete the compound *computer part*.
 139. D Here the pronoun *each* is followed by *of*.
 140. C Here, only this adverb can describe the adjective *alarming*.

Part 6 p286

141. B The collocation needed here is *a view of + noun*.
 142. C The *future simple* is the only tense that fits the meaning of this sentence.
 143. D Only the *noun* can be used after the adjective *prompt*.
 144. D This *adjective* (meaning *reliable*) best completes the sentence.
 145. A Here *could be +ing* is used to express possibility in the future.
 146. C The preposition *among* is used after *distribute* to indicate sharing between a group.
 147. B The conjunction *but* expresses the contrast between these two clauses.
 148. A The *past simple* is used to indicate finished time.
 149. D Of these adverbs, only *virtually* (meaning *almost*) fits the meaning of the sentence.
 150. A The collocation here is *go missing* (meaning *disappear*).
 151. B This is the only conjunction that fits the sentence.
 152. C The *gerund* is needed as the object of the sentence.

Part 7 p290

153. D The letter apologizes for *shipping goods in excess of your purchase order*. The client was sent too many books. Her account is mentioned, but the details have not changed (A). (B) is incorrect and (C) refers to the €50 compensation given as a result of the mistake.
 154. B She is asked to *return the unwanted items*. The letter ends by reminding her to return the *surplus stock*. (A) refers to how she placed her order. (C) is not mentioned. (D) is incorrect as the order has already been processed.
 155. A The e-mail refers to *an outstanding invoice* and apologizes that *this has been unpaid*. (A) and (D) are not mentioned. (C) is incorrect as there is *no record of this invoice*.
 156. C The e-mail says Mr. Danapoli *has transferred* to another division. He is a coworker at Hartford Legal.
 157. D Here, the word *oversight* means *mistake* or *error*.
 158. B The last meeting is listed as *September 16*. The current meeting is *October 14*. The next meeting is *November 12*. We can infer the Steering Group meetings monthly.
 159. D *Fundraising projects* (A), *Promoting greater student engagement* (B), and *Matters arising from previous meeting* (C) are all mentioned. Only (D) is not mentioned.
 160. A The purpose of the memo, stated in the opening line, is *to announce two further appointments*.
 161. C The memo states that Kevin *will begin on the first of next month*. The date of the memo is *March 19*.
 162. B Both new appointments are additions to the *Marketing team*. (A), (C), and (D) cannot be inferred.
 163. C The booking begins *Jan 15* and ends *Jan 28*.
 164. C For cancellations within 24 hours there is a \$40 charge. The total charge is \$280. Therefore, he will receive \$240.

165. D The booking conditions state that claims *cannot be made after leaving the site*. (A) confuses the parking lot *site* with the *website* (not mentioned). Making a claim is not related to the phone number given (B). (C) confuses *in printed form* with a *claim form*.
 166. D The event runs from *May 23 – May 27*.
 167. A The first paragraph states that *weekdays* are *off-peak*. (B) cannot be inferred. (C) is incorrect as catering and facilities are not included. (D) is incorrect as the client must prove public liability insurance.
 168. B Here, the word *records* means *files* or *paperwork*.
 169. C Mr. Ivanski needs to send a copy of his *public liability insurance*, and return a completed *catering price list* and *facilities form*, as well as the original *terms and conditions*.
 170. D The article reports *healthy sales growth* among microchip manufacturers. (A) refers to traditional industries. (B) and (C) are incorrect because many hi-tech companies are already recovering.
 171. A Dr. Murthy feels this could be *the very beginning of a recovery*, in its *first wave of growth*. (B) is mentioned as a helpful factor. (C) relates to traditional industries. (D) is not mentioned.
 172. D *Online gaming* (A), *in-car navigation systems* (B), and *smart phones* (C) are all mentioned as driving sales of microchips. Only (D) is not mentioned.
 173. A The information covers various services that may be of interest to conference delegates.
 174. B Lost property is kept at the *main Infodesk*, which is located in *Hall 2*.
 175. B *Physical security* (A), *fire safety* (C), and *recycling* (D) are all mentioned. Only (B) is not mentioned.
 176. C Here, the word *valuables* means *important items or things of value*.
 177. A The invoice refers to *reports of false alarms*.
 178. C Mr. Edwards' name follows the report of work done, so it can be inferred that he carried out the work. (A) cannot be inferred. (B) relates to Mr. James. (D) is the writer of the invoice.
 179. C The last paragraph states *Terms strictly 14 days*. The date of the letter is *June 4th*.
 180. D The unit on the *landing* was working correctly, so a repair was not necessary. Both units were *cleaned* (A) and then *tested* (B). A new *optical unit* (C) was fitted in the *lounge*.
 181. A The hotel Mr. Whitley reserves is *Park Hotel*, which the ad states is *in New York*.
 182. D The form asks *send this page to us*. The booking is not made by phone (A). The alternative is to *e-mail us* (B). The form is completed by hand and is not on a website (C).
 183. B The ad states *Stay two nights in July and get breakfast absolutely free*. Mr. Whitley's booking is for *July 23–25*. (A) refers to online bookings. (C) is for bookings in August. (D) refers to Paramount Frequent Travel Club members.
 184. D Here, the word *unique* means *distinctive* or *exclusive*.
 185. D The ad states that Paramount Hotels are *right in the heart of* various great locations (A), provide *fine dining* (B), and have *rooms at great prices* (C). The rooms are *beautifully furnished*, but not necessarily *recently furnished* (D).
 186. C According to the article, all talks are *held in the West Road Theater*.
 187. B The article states that *Asia's economy could grow by as much as 40%* in this time.
 188. A Dr. Sherringham is a *colleague of Prof. Klysters*, who works at *Wellington Business Institute*.
 189. B Here, the word *leading* means *renowned* or *top*.
 190. B We read of *facts and figures* in Dr. Hernandes' talk (A), *statistical data* in Dr. Sherringham's talk, and *figures* used in Dr. Klyster's talk. Only (B) does not specifically refer to statistics.
 191. B The notice mentions the seminar is *for all shift supervisors*. We can therefore infer that Ms. Woods is a shift supervisor. (A) refers to *Jerry Chambers*. (C) refers to *Sharon Atkinson*. (D) could be *Celine O'Brady*.
 192. A The memo mentions *He said he's...* The subject this refers to is *Jerry Chambers*.

193. D In her memo Ms. Woods writes she *will be in New York meeting with a supplier* on the day of the seminar.

194. C Here, the word *lodging* means *making or registering* (a complaint).

195. B Agromite is a supplier and is not related to the dispute. The complaint is directed at Colby Construction (C). An attorney from (D) is acting for Mr. Chambers. Ms. Atkinson from (A) will be asked for advice.

196. C The fax states the delivery *will be with you tomorrow*. The date of the fax is *May 23*.

197. B Enrique says AveCo is *one of our best customers* and therefore he wants the situation resolved ASAP. We can infer he is concerned the client may go elsewhere. (A), (C), and (D) cannot be inferred.

198. A Here, the word *resolve* means *settle* or *sort out*.

199. A Miguel writes she should *accept it with our compliments as compensation for the inconvenience*.

200. C Miguel phoned Ms. Franklin first, who told him she needed the delivery *two days from now*. As promised, he arranged redelivery with URS Mail and after he *then tried to contact USPS* (A). (D) is not mentioned.

Practice Test 2

Part 1 p309 Track 111

1. D The man is wearing a tie, but he is not *adjusting* it (A). There are some dishes, but he is not taking them away (B). (C) is incorrect because the man is not wearing a watch.
2. A The women are *wearing coats*, not *buying* them (B). They are paying the cashier, not leaving the store (C). They are *standing* at the counter, not *cleaning* it (D).
3. C (A) confuses *watching the news* with *reading a newspaper*. There is a plant, but the woman is not watering it (B). She is holding a newspaper, not a book (D).
4. C The chairs are not *stacked* together (A). This is an exam room, but there isn't anyone taking the exam at the moment (B). (D) is not indicated.
5. A The man is wearing a jacket, not putting it on (B). (C) confuses *rules* with the similar-sounding *tools*. (D) confuses *socks* with *box*.
6. B There is some *writing* (noun) on the board (A), but the people are not *writing* (verb) on it. They are not touching the golf clubs in the carts (C), or playing golf (D).
7. D The men are holding donation tins, not food (A). The men, not the dogs, are wearing vests (B). The dogs are in front of the display, not behind it (C).
8. B There are *people and trees*, but nobody is climbing trees (A). (C) confuses the tall man carrying the ladder, with the ladder resting near a tree. (D) we cannot tell that the people sitting down are construction workers.
9. C (A) cannot be proven. (B) confuses *afloat* and *boat*. They are not swimming (D).
10. D The man is *playing* the guitar, not putting it away (A). He's *standing* outside the store, not *walking* out of it (B). He is playing music, but he is not in a band (C).

Part 2 p315 Track 112

11. C (A) is an illogical affirmative response. (B) repeats *plan*, but as a verb.
12. B (A) answers the question *How do you get to work?* (C) refers to the future.
13. A (B) and (C) confuse *blue* and *knew* with *new*.
14. A (B) confuses *station* with *vacation*. (C) is an illogical response.
15. B (A) misleads by using the verb *sign* in the past. (C) confuses *design* with *sign*.
16. B (A) answers a different question (*Do you know Danielle?*). (C) answers a different question (*What do you think of Danielle?*).
17. C (A) confuses the subject, and repeats *prepared* with the meaning *ready* rather than *willing*. (B) confuses *eight* with *late*.

18. A (B) does not answer the question. (C) repeats *mind*, but does not answer the question.
19. C (A) confuses *reporters* with *reports*. (B) confuses *clean* with *seen*.
20. A (B) and (C) mislead by assuming the wrong meaning of the verb *go* used in the question.
21. B (A) repeats *time*, but does not answer the question. (C) confuses *leaves* (the plural of *leaf*) with *leaves* (meaning *departs*).
22. C (A) repeats *dress* in a different context. (B) does not answer the question.
23. C (A) repeats *didn't* and *see* (instead of *say*, which would fit). (B) repeats *ask*, but does not answer the question.
24. B (A) repeats *should*, but is an illogical response. (C) uses *too* which sounds like *do*, and is an illogical response.
25. A (B) relates *women* to *male* and confuses this with *mail*. (C) confuses the subject *mail* with a person.
26. A (B) misleads relating *late* to *early*. (C) confuses *lives* and *leaving*.
27. B (A) repeats *week* but refers to the past. (C) does not answer the question.
28. A (B) confuses *think* with *thing* and repeats *same*. (C) confuses *tires* (plural noun) with the adjective *tired*.
29. B (A) misleads by relating playing *cards* to *deal*. (C) refers to price, but confuses *steel* and *deal*.
30. B (A) repeats *reception*, but with the meaning *welcome*. (C) confuses *exceptions* with *reception*.
31. C (A) repeats *else*, and is an illogical response. (B) answers a different question (*What time is the meeting?*)
32. C (A) does not answer the question. (B) repeats *does*, but does not answer the question.
33. A (B) relates *company* with *accompany*. (C) confuses *sight* and *site*, and is an illogical response.
34. B (A) answers a different question (*Have you chosen a camera yet?*). (C) repeats *camera*, but does not answer the question,
35. C (A) confuses *coffee* and *copy*. (B) confuses *left* (not *right*) with *left* (meaning *remaining*).
36. B (A) relates to a different subject, and confuses *standing* with *expanding*. (C) repeats *room* but does not answer the question.
37. A (B) repeats *report* and is an illogical response. (C) relates *checking* to *check*, but confuses the context.
38. A (B) answers a different question (*Would you like to get paid...?*). (C) does not answer the question.
39. C (A) answers a different question (*Do you want to have lunch?*). (B) refers to the future.
40. C (A) confuses *tax* and *fax*. (B) confuses *admiration* and *application*.

Part 3 p316 Track 113

41. A The speakers are discussing where Mr. Sykes' jacket could be. (B) relates to a meeting Mr. Sykes attended on Friday afternoon. (C) refers to Mr. Sykes as a client, but he is not the subject of the whole conversation. (D) incorrectly confuses the company name *Capital Investments* with the subject of the conversation.
42. C The woman says lost property is kept under the counter at the reception desk, and adds *here in this box... It's empty, see?* The speakers are at reception. (A) refers to where the meeting took place. (B) is not mentioned. (D) repeats *box*.
43. D The woman says she will call Andy, the staff member who *opened up* that morning. (A) confuses *him* with Mr. Sykes. (B) refers to the *night cleaners*. (C) refers to Mr. Sykes' company.
44. C The woman mentions a *projector* and says she *can't seem to get it to work*. (A) repeats *computer*, but this is not the problem. Her presentation is due to start shortly, but is not delayed yet (B). The lights are green, not broken (D).
45. D The man says *It did this with me last week*. (A) is not mentioned. (B) repeats *cable*, and confuses the similar-sounding words *loose* and *lost*. The man suggests that the woman check the equipment, not that the equipment was *checked* (C).
46. A The man says the woman should *check if everything is tight enough*. (B) and (C) are both possible solutions, but are not mentioned. (D) is incorrect because the man assumes the batteries are working as normal.

47. B The woman checks availability for a two-night stay, and gives a room price. She is not a secretary (A). The man is not ordering food in a restaurant (C). (D) confuses the context, as the man is not booking any tickets.

48. C He wants to book a double room.

49. A The man says *It's a little more than I wanted to spend.* (B), (C), and (D) are not indicated.

50. D The topic is focused on the man's job in London. (A) repeats *conference*, but this is not the topic. (B) is a distractor for the references to the man's job. *New York, Hong Kong and London* are mentioned, but *life in big cities* (C) is not discussed.

51. C The woman asks *Are you staying in New York for long?*

52. B The man says *I'm here for a week.*

53. D They are talking about a recent meeting. (A) is a distractor for *get an agreement signed.* (B) relates to *three times.* No presentation is mentioned (D).

54. B If they return again, the woman says *That'll be three times this year*, so they have already visited twice.

55. A They are disappointed that no agreement has been made. (B) is incorrect. (C) cannot be inferred. (D) is not mentioned.

56. B The man says *we've had a problem with our main printing press.*

57. A The woman needs the brochures urgently, but she hasn't received them yet. (B) is not indicated. (C) repeats *shipment*, but it hasn't been sent yet. (D) is not mentioned.

58. D The man says *I'll put your job at the top of my list.*

59. C The words *seminar* and *course* indicate the woman is going on a training course.

60. C The woman says *I already booked a cab.*

61. B She asks the man to *e-mail Mr. Gibson as he's ready to place another order.* We can deduce that Mr. Gibson is therefore a customer.

62. A The phrases *pay when you check out* and *room service* indicate the woman works in a hotel.

63. C The woman took the man's order, and will pass it on to room service. She will not prepare the food herself (A). The man does not need help (B). (D) repeats *bill* and *check*, but confuses the context.

64. D His order should arrive *in about ten minutes.* The man will wait.

65. A The man says *we haven't been able to get online all day.*

66. B The man says he has *e-mails I need to answer and orders to process*, and complains about *lost sales.* We can deduce he is frustrated by the situation.

67. D The woman says that the company's technical staff *don't know how much longer the systems will be down.*

68. C The man is taking a call for the woman, and checks with her before putting the call through. (A) and (B) cannot be inferred. (D) repeats *marketing* but is not the correct answer.

69. B The woman asks the man to tell Mr. Dawson she is in a meeting. (A) cannot be inferred. (C) and (D) are not indicated.

70. A The woman finally says *Put him through.* She will speak to Mr. Dawson.

74. A The report mentions a *strike.* Workers at Cheffin Industries have *walked out* and are *demanding better pay and conditions.* (B) is incorrect because no jobs have been lost. (C) confuses the *withdrawal of health benefits* with employee illness. (D) correctly states the report is about an automobile plant, but there is no mention of an accident.

75. C The report says *three hundred workers staged the strike.*

76. D The speaker says the strike appears *likely to spread.* The situation is not resolved (A). (B) confuses *health benefits* with *in good health.* Cheffin Industries has other factories, but we are not told they are a national company (C).

77. D The woman refers to Mr. James as *the latest member of our team*, and details his experience. (A) is not mentioned. (B) relates to Mr. James' role, not the topic of the speaker's talk. (C) is incorrect as no job vacancies are mentioned.

78. B The woman says Mr. James will be *our new Acquisitions Director.*

79. A His role is to *explore new real estate markets*, specifically in *Asia and Latin America.* (B) is not mentioned. (C) is incorrect as his role is to look *beyond Europe* (i.e. outside Europe). (D) repeats *new ideas and suggestions*, but refers to the audience.

80. A The speaker says Ms. Trent will speak about *our operations abroad*, specifically *new retail establishments in Europe*

81. C The audience are asked to be at the *main entrance* at 2 P.M. to take a bus. (A) is the room where they will have lunch. The will visit the Riverside Mall, not meet there (B). (D) is not mentioned.

82. B At the start, the man says *In just a moment I'll hand you over to our Communications Director.* (A), (C), and (D) are not indicated. [Sometimes in the TOEIC test, the final question relates to information at the beginning of a talk.]

83. D This talk takes place before passengers board the airplane, so (A) and (C) are incorrect. (B) relates to the same context, but would not address passengers.

84. B The speaker says *We are now ready to begin boarding* and gives passengers instructions. The speaker does apologize for the delay (A), but this is not the purpose of the announcement. She thanks the audience for their patience, not asks them to be patient (C). The flight is about to depart, not arrive (D).

85. D Only passengers eligible for *priority boarding* will start to board. (A) repeats *inspection.* We can deduce that the passengers are already at the gate (B). (C) will begin in *ten minutes.*

86. B The woman wants to know *the speakers and the content for the workshop.* She is unhappy the man hasn't replied, but her call is not to make a complaint (A) or arrange a meeting (C). (D) repeats *weekend* but is not the correct answer.

87. A She says the event will take place *next Monday.* (B) refers to *my third call since Wednesday.* (C) is not mentioned. (D) is today.

88. B She has to *put everything together and print out the details* before the end of the day. As time is short, we can infer she is *anxious.*

89. C The speaker says *our driver Sam will pull over and drop us off* indicating this is in a bus, rather than in the street (A) or a train (D). They are not yet in the cathedral (B).

90. C The speaker they will meet back at the *main entrance at five thirty.*

91. D The man says *I encourage you to take all your valuables with you.*

92. A The woman says she is a waitress. She is talking to customers in a restaurant.

93. B The tuna salad is the *only thing we don't have for you today.*

94. C The Early Eater special offer is a *complimentary beverage.* (A) repeats incorrectly links *complimentary* with *appetizer.* (B) refers to the cost of a two course meal. (D) confuses fruit juices with fruit.

95. C The ad is targeted at *small companies* that are *doing business abroad.*

96. B The ad promises to *cut your overseas phone bill by thirty percent*, but says this is only guaranteed *for the first three months*; not one year (A). No free calls are mentioned (C). (D) relates to the maximum number of employees as company can have to be eligible for the offer.

97. A The speaker says customers need to *sign up for one year* to the International Small Business plan.

Part 4 p319 Track 114

71. B The man is introducing Dr. Hartley, who will shortly give a talk. He ends by asking the audience to *join me in welcoming tonight's very special guest speaker.* Dr. Hartley is the author of several books, but the man is not trying to *promote* her as an author (A). (C) refers to one of the themes of Dr. Hartley's talk (*tourism*) but there is no mention of a *travel agency.* (D) repeats *global travel*, but the man is not encouraging listeners to travel around the world.

72. D Dr. Hartley is the head of a group that focuses on the *economic impact of tourism.* (A) and (C) relate to her interest in the past as a *student activist.* (B) misleads by referring to the *United Nations.*

73. D She is there as a *guest speaker.* The topic is *Sustainable Tourism in the 21st Century.* (A) repeats *South America*, but Dr. Hartley will not answer questions on this. (B) refers to *indigenous cultures*, but this is not what Dr. Hartley will speak about. (C) is incorrect because we do not know that Dr. Hartley's latest research will be part of her talk.

98. A The speaker gives various people different responsibilities to get ready for the meeting with *Fax Investments* next week.
 99. C The speaker asks Trisha to present the expected sales figures for the next year.
 100. D The speaker asks Mike to take minutes of the meeting.

Part 5 p322

101. C Only this relative pronoun (meaning *the things which*) can come before the phrase *said about*.
 102. A This noun completes the phrase customer service manager.
 103. C We use the *past simple* for a completed past action.
 104. D The conjunction used here is *either ... or*, expressing choice.
 105. A This phrasal verb is used with official procedures (i.e. clearing customs).
 106. D Only the noun can be used here (with + noun).
 107. B Here, only *delayed + by* can be used here.
 108. A The verb *select* (meaning *decide to use*) fits the sense of this sentence.
 109. C This adverb (meaning *clearly*) collocates with the verb *write*.
 110. A Distance (i.e. miles) takes a singular subject.
 111. C Here, this adjective (meaning *adjacent*) is needed to describe the noun *city*.
 112. A The possessive pronoun completes this sentence.
 113. A This verb completes the collocation *engage the services of*.
 114. B Here, this adjective is needed to describe the noun *situation*.
 115. A This adjective (meaning *in vain*) collocates with *efforts*.
 116. B This conjunction (meaning *Because of*) is used here.
 117. C The *past simple passive* completes this sentence.
 118. B This adverb (meaning *with no trouble*) collocates with the adjective *available*.
 119. C Only this adjective (meaning *acceptable*) completes this sentence.
 120. A Only *in* (meaning *within a certain time*) fits here.
 121. A This noun (meaning *reimbursement*) fits the meaning of the sentence.
 122. C Only the adjective (meaning *stylish*) completes the superlative form used here.
 123. D This preposition completes the phrase *on business*.
 124. A This noun (meaning *dedication*) + to fits the meaning of the sentence.
 125. B This verb (meaning *assess*) is needed here.
 126. D The *past simple* is used as the action is in the past.
 127. B We use a noun after a *matter for*.
 128. B Here, *any* is used after the negative.
 129. B This preposition completes the phrase *put money into* (something).
 130. A This verb (meaning *remember*) fits the meaning of the sentence.
 131. C After the verb *want* the infinitive with to is used.
 132. B The phrase *to phase (something) out* means to gradually discontinue.
 133. C Here the adverb *never* (meaning *at no time in the past*) is needed.
 134. B The structure used here is *no + comparative*.
 135. B We say *most of the people* (i.e. *most people*).
 136. D This verb (meaning *convince*) fits the meaning of the sentence.
 137. A Before the uncountable noun *assistance* we use *some* to complete this positive sentence.
 138. C This noun collocates with *full* and fits the meaning of the sentence.
 139. A Here, *at present* means *at the moment* or *currently*.
 140. C The *past participle* completes this adverbial clause expressing reason.

Part 6 p326

141. C The collocation used here is *experience difficulty*.
 142. B Here, the conjunction *so* correctly indicates the purpose.
 143. B The *future simple* is the only tense that fits the meaning of this sentence.
 144. C The object pronoun is needed here.
 145. C In this case, only the verb *browse* can relate to the object *furniture store*.

146. A Here, the gerund is used after the phrase *to have experience in (+ing)*.
 147. A The present simple passive is needed here.
 148. D After the verb *deliver* the preposition to is used to indicate location.
 149. A Here, *fast* is used as an adverb (meaning *quickly*) to describe the verb *approaching*.
 150. C This verb (meaning *tell someone something they already know*) fits here.
 151. B We use the present perfect to show sequence in the future following *After*.
 152. C Here, *for* is used for stating a purpose.

Part 7 p329

153. A The article refers to *making purchases online* and adds *you need to take measure to protect yourself*.
 154. B The steps suggested in the article all relate to keeping passwords secure. (A), (C) and (D) cannot be inferred.
 155. C The e-mail refers to readers *As members of the public*. (A) relates to Ms. Henshaw and Ms. Weitz, who work at (D). (B) is not mentioned.
 156. A The e-mail mentions the meeting is a *final feedback session*. Ms. Henshaw adds *your suggestions have been invaluable in making our new website more attractive and accessible*. The new website is already finished. (B) refers to the old website. (C) is not mentioned. (D) cannot be inferred.
 157. B The e-mail states the meeting will take place at *10:30 tomorrow*. The date is *Nov 11*. (C) is the deadline for e-mailing feedback. (D) refers to the launch of the new website.
 158. A The median usual weekly earnings for female cashiers is given as \$386.
 159. D Only 38.8 percent of managers are women, according to the chart.
 160. C The chart states that female registered nurses earn an average of \$1143 per week, and female managers earn an average of \$1176 per week. This is almost the same.
 161. B The ad mentions they have experience in translating *legal, financial, medical, engineering, manufacturing, and technical* documents. (A) is not mentioned. (C) and (D) cannot be inferred.
 162. B Clients include *leading Fortune 500 companies* (A). *No matter ... what language* can be translated as their translators are *from all corners of the globe* (C). They can translate *within 24 hours* if necessary (D). Only (B) is not mentioned.
 163. A Mr. Cheng leaving his position as *Shift Supervisor* for the more senior position of *Operations Manager* at another company. (B) refers to *all the support* he has already received. (C) is not mentioned. (D) refers to *the training opportunities* he has already had.
 164. D Mr. Cheng writes he has a *higher level of professional qualifications* now. (A) and (C) cannot be inferred. (B) refers to Mr Cheng's personal opinion that he has made a *significant contribution*.
 165. C Here, the noun *handover* means *transfer or passing on*.
 166. B Employees now have to keep their own work areas and offices *clean*. The recycling bins have been *ordered*, but they haven't *arrived* (A). Workers may *end up throwing away less trash* (C), but this is not the aim of the memo. (D) is incorrect, as they will be doing the cleaning themselves.
 167. D The memo states they will save *around \$2,300 per month* (A). There will be *less trash* (B) and workers are encouraged to put *recyclable trash* in the green bins (C). Only (D) is not mentioned.
 168. C The tasks will be carried out by *all of us*. (A) refers to where the cleaning products will be kept. (B) refers to those who will organize the system. (D) refers to the employees who will take out the trash on collection days.
 169. C Here, the noun *measure* means *action or step*.
 170. D This letter accompanies a warranty providing cover of a copy machine.

171. A The company specializes in *office equipment and appliance insurance*.
 172. D He will need the policy number *if it becomes necessary to call for assistance*.
 173. D The information is advertising a two-day event. (A) cannot be inferred. (B) and (C) are not mentioned.
 174. D He is *Professor of Business Ethics at AIBS* (A), and is author of a *hugely popular book* (B). He is also *well known for his regular appearances on radio and television* (C). Only (D) is not mentioned.
 175. A Cancellations must be *at least 30 days in advance*. (B) refers to the *administration fee payable*. (C) is the cost for AIBS members, and (D) is the cost for non-members, less the administration fee.
 176. C Participants are encouraged to *quote code AP821X when making your booking*. (A) and (B) refer to the cancellation procedures. (D) refers to transport to AIBS.
 177. B The fax is *in support of Ms. Fouroux's application for an H01 B visa*. She already has a job offer (A). (C) is mentioned but is not the main purpose of the fax. (D) is not mentioned.
 178. C As Ms. West is asked to *process the application*, and the job is for *Columbus, Nebraska*, it can be inferred that she is a U.S. immigration official.
 179. A Ms. Fouroux is due to start work *next month*. The fax is sent is April. After the initial contract for six months, (i.e. in November), Mr. Elliot states *she will then be offered a permanent position*. (B) and (D) cannot be inferred. (C) is not mentioned.
 180. A He asks Ms. West to *process this application without delay*, because the date Ms. Fouroux is due to start work is *quickly approaching*.
 181. C Rooms 508 and 510 include (A), (B), and (D) but they also have *luxury spa baths*. These are called "executive deluxe" rooms.
 182. A The notice states that rooms 500–510 are executive bedrooms and that *The rest of the rooms on this floor are standard doubles*.
 183. B The memo is dated *June 4*. The notice says the work has taken *three months*. Work therefore began in early March.
 184. D Here, the word *revenue* means *income or takings*.
 185. C The final paragraph of the memo asks staff to *take some time to go and see the bedrooms*. (A) is mentioned, but only as a consequence of (C). (B) has already taken place. (D) is not mentioned.
 186. B In his fax, Mr. Fielding asks GTE Finance to *authorize an increase in my monthly credit limit*. (A) and (D) are not mentioned. (C) is a problem he has experienced on *no fewer than six occasions*, but this is not the reason for writing.
 187. D The letter states that a credit check revealed he has *two other cards, with City Credit and National Union*.
 188. D Here, the past participle *exceeded* means *surpassed or gone over*.
 189. C The letter mentions *previous defaults* (A), and that he has only had his current job for *two months*, so *more time is needed to establish eligibility* (B). The letter also mentions *your spending patterns have recently changed* (D). Only (C) is not mentioned.
 190. C Ms. Dupont says the decision will be reviewed *in six months' time*. The letter was written *March 5* so the review will be in early September.
 191. D In her cover letter, Ms. Almodovar refers to *travel and booking package vacations*. She works as a *Travel Advisor* and wants to further her career. We can therefore infer that Global Gateway is a travel agency.
 192. B She has included here *résumé* (A), *certificates showing competency in various travel booking systems* (C), and *letters of recommendation* (D). Mrs. Timson asks to see *evidence of your academic qualifications*, which implies a *diploma* (a document proving academic achievement in the U.S.) was not included in Ms. Almodovar's application.
 193. D In her letter Ms. Almodovar mentions she is *proficient in English* (A), she is a *team player* (B) and is *used to dealing with clients* (C). Although she says she has traveled widely, she does not mention she can speak any foreign languages (D).

194. A Mrs. Timson asks for *proof of your right to work in the U.S.* (B), (C), and (D) cannot be inferred.
 195. A Mrs. Timson asks Ms. Almodovar to *call my personal assistant ... to confirm your attendance*.
 196. D The article covers the expansion of Coalport Science Park. (A) is incorrect as the final paragraph does not promote the park. Job losses (B) and space (C) are mentioned, but are not the main purpose of the article.
 197. A Mr. Townsend writes he was *extremely disappointed by inaccuracies* in the article. (B) and (D) cannot be inferred. (C) is incorrect as he is the park's *Development Director*.
 198. D Here, the word *stake* means *investment or involvement*.
 199. C Mr. Townsend states the development *came to £2,750,000*. (B) is the estimated cost. (A) is the amount over budget some sources claim. (D) is the inaccurate figure claimed in the article.
 200. B The article refers to *job losses for over 60 workers*. Mr. Townsend writes that these *relate only to one company, NIC Technologies*. He goes on to say that NIC Technologies intend to *hire more than 80 personnel over the coming months*. The company will therefore soon employ more workers than they had before.

Understanding Different Accents

American English p357

Exercise B Track 119

1. did you spend, 2. see the manager, 3. the nearest bank, 4. receive your letter, 5. checking into a hotel, 6. the meeting start

Exercise C Track 120

1. The women are shaking hands. 2. People are waiting for a train. 3. Is this the fastest computer you have? 4. I didn't get your e-mail.
 5. Would you like meat or fish?

British English p357

Exercise B Track 122

1. wasn't very interesting, 2. use your computer, 3. leave the company, 4. cleaning her glasses, 5. How do you do. 6. see you shortly

Exercise C Track 123

1. We can't afford to employ more staff. 2. How long have you worked at the bank? 3. The woman is waiting at a bus stop. 4. I'll be back at around one o'clock. 5. Did you check if these figures are correct?

Australian English p358

Exercise B Track 125

1. head of marketing, 2. wear a hat, 3. were you born, 4. pointing to a graph, 5. held in a castle, 6. hope to see you

Exercise C Track 126

1. The man is getting out of a car. 2. Let me help you with those files. 3. How long have you lived in Sydney? 4. Bill's retirement party is tomorrow at seven. 5. Do you have a room with a view of the sea?

Canadian English p358

Exercise B Track 128

1. for his father, 2. cuts will save about, 3. can't understand, 4. caught stealing, 5. owns a boat. 6. writing a letter

Exercise C Track 129

1. Did you get much work done today? 2. John will be flying to New York next week. 3. What did you think of the presentation? 4. I didn't see you at the sales convention. 5. He's changing a tire on the car.

Identifying Accents p359

Speaker 1 Track 130 [F-Br]

Speaker 2 Track 131 [F-Cn]

Speaker 3 Track 132 [M-Au]

Speaker 4 Track 133 [M-Am]

A-Z TOEIC Word List

A	appointment	broadcast	comply	D
ability	appreciable	broaden	compromise	daily
abroad	appreciate	browser	compulsory	damage
accept	appreciation	budget	concede	deadline
access	appreciative	bulletin	concern	deal
accessible	apprentice		conclude	debit
accommodate	approach		conclusion	debt
accommodation	appropriate		concourse	decision
accomplish	appropriate		conduct	decrease
accomplishment	approximate		confirm	dedicate
according	arbitrate		confirmation	deduct
accordingly	area		confusion	defect
accounting	arrange		connect	defective
accurate	assemble		connection	definite
achieve	assess		consequence	definitely
acquire	assets		consider	degree
actually	assign		considerable	delay
additional	assignment		constant	delete
adequate	assist		constantly	delivery
adjust	assistance		construction	demand
adjustment	assume		consult	demanding
admit	attach		consultant	demonstrate
admittance	attachment		consume	depart
advance	attend		consumer	department
advanced	attendance		contain	departure
advantage	attract		container	deposit
advantageous	audience		continual	description
advertise	audit		continuation	designate
advertisement	authority		continue	dessert
advise	authorize		contribute	destination
affect	availability		contribution	detail
afford	available		control	detailed
affordable	avoid		convenient	detect
agency	awareness		conveniently	deterioration
agenda			convincing	determine
agree			corporate	determined
agreeable			corporation	develop
agreement			cost	development
aid			counter	device
aim			courier	diagnose
airline			cover letter	differential
aisle			coverage	director
alarm			coworker	discount
allow			crash	discrepancy
alternative			credentials	discrimination
ambitious			credit	discuss
amend			criteria	discussion
amount			critical	dish
analysis			criticize	dismiss
analyze			crowd	dismissive
announcement			crucial	display
annual			cruise	disposable
apologize			currency	dispose
appeal			current	dispute
appetizer			customer	disruption
appliance			customs	distinctive
applicant			cutting edge	distinguish
application				dividend
apply				download
appoint				downsize

downturn	express	I	know	O
downward	extend	identification	knowledge	objection
dramatic	extension	identify	knowledgeable	objective
draw	external	immediate		obligation
dull		immediately		oblige
duration		impact		obtain
duty-free		implement		obviously
E		imply		occupation
earn		improvement		occur
earnings	factory	incentive		officer
economical	fail	inclined		official
economize	failure	include		operate
economy	fair	inclusion		operation
effective	fare	income		optimistic
effectively	fault	increase		order
efficiency	faulty	indicate		organization
efficient	fax	indication		organize
electrical	feature	individual		organized
embark	fee	individually		original
emergency	feedback	inexperienced		outlook
emphasize	field	inflate		outstanding
employ	figure	inflation		overall
employee	file	information		overdraft
employer	finance	inquiry		overseas
employment	financial	install		overtime
enable	firm	installation		overview
enclose	flexible	insurance		owe
encourage	fluctuate	insure		
engineer	fluctuation	intend		
engineering	focus	intention		P
enhance	fold	internal		package
enterprise	folder	international		package tour
entitlement	force	interview		parcel
environment	forecast	invent		parking lot
environmental	forget	invention		particularly
equivalent	forgetful	inventory		patience
essential	form	invest		payment
estimate	forward	investigate		perform
evaluate	fuel	investment		performance
event	fulfill	invite		permanent
evidence	function	invoice		permission
evolve	functional	issue		permit
exact	furniture	item		personal
examination		itemize		personalize
examine		itinerary		personnel
excel	G			persuade
excellent	goal			pessimistic
excursion	grievance			platform
executive	growth			plumber
exhibit	guarantee			point
expand	guidelines			pointless
expansion		J		policy
expect		jealous		poll
expectation		jeopardize		pollute
expenditure		jeopardy		popular
expense		jobless		popularity
expensive		join		position
experience		joint		postpone
experienced		journal		postponement
experiment		journey		potential
exploration		judge		power
explore		justice		practical
		justification		practically
				predict
		K		
		keen		
		keep		
		knock		

predictable	reach	reserve	stock	U
prefer	realize	resign	strategic	understand
preference	receipt	resist	strategy	uniform
premises	receive	resolve	streamline	update
prepare	recent	respect	strike	upgrade
present	recipe	respectable	submit	utility bill
prevent	recognize	respectful	subscribe	
prevention	recommend	respond	subscription	V
price	recommendation	responsibility	subsidiary	vacancy
priceless	recruit	responsible	suggest	vacant
priority	recruitment	restructure	suggestion	vacation
private	reduce	résumé	suit	vaccination
probability	reduction	retail	suitability	valuables
probationary	redundant	retire	suitable	various
profession	refund	review	supervise	venue
professional	refundable	rise	supervision	virus
profile	regarding	roadside	supplier	vital
profit	regardless	route	supply	
profitable	regional	runway	support	W
progress	register		supporter	wage
progressive	registration		switchboard	warehouse
prohibit	regular	S	systematic	warn
project	regularly	salary		warning
promote	regulate	sale		warrant
promotion	rehearse	sample		warranty
prompt	reject	satisfactory	takeover	wastage
promptly	relax	satisfy	target	wealth
property	relaxation	save	tax	website
protect	release	scenery	technical	weight
protection	relevant	schedule	technician	wholesale
publicity	remain	scrutinize	temporary	win
publicize	remind	search engine	tenant	withdraw
purchase	reminder	select	terminate	workplace
purpose	remove	selection	tip	worth
pursue	remuneration	selective	tour	worthless
Q	renovate	service	tourism	wrap
qualification	renovation	shipment	tourist	
qualified	rent	shortage	towel	X
qualify	repair	shuttle	track	X-ray
quotation	repetitive	sightseeing	trade	
quote	replacement	software	traffic	Y
R	report	spare part	training	yearly
raise	represent	spare time	transfer	yield
range	representative	speciality	transportation	youth
rate	require	specialize	trend	
rational	requirement	specify	trial	Z
raw materials	reschedule	staff	trust	zero
	resemble	stapler		zone
	reservation	starter		
		stationery		

