TOEIC Skills 1

Answer Key

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About the TOEIC® test...

Read the following. Choose the best answers to complete the sentences.

[Reading 1]

The TOEIC® Test measures the English ability of non-native English speakers. The test is based on professional English that is commonly used in international business, industry and travel. No other specialized English, or knowledge is needed for the test. The TOEIC® test was revised in early 2016, however its basic structure was not changed. The TOEIC® test is a two hour test. There is a 45 minute Listening Section and a 75 minute
Reading Section. The Listening Section has four parts:
1) Listening to sentences about photographs
2) Question/Statement and Response problems
3) Problems with questions about conversations
4) Problems with questions about short talks given by one person.

The reading section has three parts:
5) Sentence Completion problems
6) Sentence Completion problems in longer texts. So, you need to read and understand the text.
7) Problems about one, two or three readings.

1. The TOEIC® test is _________ long.
   - 45 minutes
   - 75 minutes
   - 90 minutes
   - 120 minutes

2. The reading section of the TOEIC® _______ the listening section.
   - takes more time
   - has more questions
   - is faster
   - has more speaking

3. The TOEIC® test was _________ in 2016.
   - started
   - finished
   - changed
   - developed

4. To do well, you should study _________ English.
   - business
   - travel
   - professional
   - non-native

5. 1. The TOEIC® test is difficult because ________.
    - there are many questions and not enough time
    - each question is difficult
    - there are questions about grammar
    - we need to study business English

6. The TOEIC® Test measures your general level of English ability. It does not measure exactly. Most people have to guess the answers for many questions. As a result the test is not perfectly accurate. Don’t think of your score as a single number. Think of your score as your point score +/- 25 points. So, if you have a 475, your score is really 450 - 500. If you have 400, your score is really 375-425. This means that there is no statistical difference between 450 and 500. So, if your score goes up 50 points, don’t celebrate. And if your score goes down 50 points, don’t worry.

   If you want to get a better TOEIC® score, you need to study. You should try to read, listen to natural English, study vocabulary and study grammar. If you study less than 200 hours a year, your TOEIC® score might not go up. If you study more than 200 hours a year, your TOEIC® score will probably go up. If you study for 400 hours a year, your score might even jump up. The more you use English, the more you will improve.

7. Problems about one, two or three readings.

[Reading 2]

Everyone takes the same test, that is, the TOEIC® test is a one-size-fits-all test. So, as a result, there are easy questions and difficult questions. There are many levels of difficulty. So, if you don’t know an answer, guess and move on. If you are an intermediate learner of English and you want to get a score of 600, probably 30% to 40% of the questions will be too difficult for you. So don’t worry about it. Just guess and move on.

1. There ________.
   - is one level of difficulty
   - are two levels of difficulty
   - are no levels of difficulty
   - are many levels of difficulty

2. If you don’t know the answer, you should ________.
   - stop and think about it
   - think carefully and slowly
   - ask a friend about the answer
   - guess and go to the next question

[Reading 3]

Why do people have trouble with the TOEIC® test? The reason that most people have trouble is time. Most people can’t finish the test. There are too many questions and not enough time. To do well on the TOEIC® test, you need to answer all the questions quickly. You will not have time to think carefully. So, during the test, you need to carefully but quickly read each question. Then, answer the question and move to the next question. You need to be able to read English quickly and you need to be able to think in English quickly.

One of the best ways to study for the TOEIC® test is to read. You need to be able to read quickly. So, in order to ready quickly you need to practice reading. You need to read a lot! However, in order to increase your reading speed, you should read easy English that is not too difficult. You should read books that you can easily understand. If you read for 45 minutes a day for one year, your TOEIC® score would improve. You should also get practice listening to English. Try to understand natural English, spoken naturally and quickly.

Try to make a one-year study plan. Then follow your plan. If you follow your plan, your English will improve.

1. The TOEIC® test is difficult because ________.
   - there many questions and not enough time
   - each question is difficult
   - there are questions about grammar
   - we need to study business English

2. To do well, you should study _________ English.
   - business
   - travel
   - professional
   - non-native

3. You should practice listening to English that is ________.
   - natural
   - professional
   - slow and careful
   - difficult

4. You should make a _________ study plan.
   - daily
   - one-month
   - one-night
   - one-year

[Reading 4]

The TOEIC® Test measures your general level of English ability. It does not measure exactly. Most people have to guess the answers for many questions. As a result the test is not perfectly accurate. Don’t think of your score as a single number. Think of your score as your point score +/- 25 points. So, if you have a 475, your score is really 450 - 500. If you have 400, your score is really 375-425. This means that there is no statistical difference between 450 and 500. So, if your score goes up 50 points, don’t celebrate. And if your score goes down 50 points, don’t worry.

If you want to get a better TOEIC® score, you need to study. You should try to read, listen to natural English, study vocabulary and study grammar. If you study less than 200 hours a year, your TOEIC® score might not go up. If you study more than 200 hours a year, your TOEIC® score will probably go up. If you study for 400 hours a year, your score might even jump up. The more you use English, the more you will improve.

1. There ________ between a score of 445 and 490.
   - is a big difference
   - is a small difference
   - is no difference
   - are many differences.

2. If you study more than 200 hours a year, you ________.
   - will probably improve
   - might not improve
   - will get a bad score
   - will pass the test
Read the following. Choose the best answers. Work as fast as you can.

[Reading 5]

The TOEIC® Test measures your English —1. ---. So it is difficult to study the night before the test. Maybe you can review some vocabulary. However, the night before the test, make sure that you rest and get a good night’s —2. ---. The test is two hours long, and there are no breaks. Many students get very —3. --- when they take the test because they’re not used to using English for two hours. Two hours may not seem like a —4. --- time, but having to think in English for two hours with no break can be difficult. So, to get a better score, make sure you get enough rest before the test. You need to be ready to think in English for two full hours!

1. (A) ability (B) listening (C) speaking (D) produce
2. (A) study (B) work (C) sleep (D) meal
3. (A) excited (B) tired (C) sorry (D) busy
4. (A) great (B) interesting (C) boring (D) long

Notice: In order to answer some of these questions, you have to understand everything in the reading passage.

[Reading 6]

To do well on the TOEIC® test, you need to have a good —1. ---. One way to study new words is to study your newly learned words again and again. Write your words down in a notebook, make some study cards, use a flashcard system for your computer or smart phone. The important thing is that you —2. --- If you don’t look at your words again and again, you will forget them so that’s why you need to study your words again and again.

1. (A) understanding (B) vocabulary (C) ability (D) feeling
2. (A) write (B) read (C) review (D) listen

The following are the instructions used in the TOEIC® test. Listen and fill in the missing words.

**TOEIC Part 1:** For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only once.

**TOEIC Part 2:** You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only once. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

**TOEIC Part 3:** You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C) or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only once.

**TOEIC Part 4:** You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C) or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only once.

Remember: During the test, DON’T listen to these instructions. Use the time to look ahead and preview the next set of questions.

* Note: As of 2016, Part 3, also includes conversations with 3 people.
Unit 1: Companies and Organizations

Section A

1 Warm-Up: Photographs

Look at the pictures below. Write some simple sentences to describe each picture.

1

2

3 Listening: Conversations

You will hear four short conversations. Read the questions. Choose the best answers.

1. What will the man do?
   - Transfer to the office downtown
   - Stay in the same office
   - Visit the woman downtown
   - Change to a different company

2. What will the woman do?
   - Transfer to the new office
   - Find a new job downtown
   - Work in the same office as the man
   - Continue to work in the same office

3. What does the man think of the new office building?
   - He thinks it is too big.
   - He thinks it is very old.
   - He thinks it looks nice.
   - He thinks it is much too small.

4. What are the speakers talking about?
   - A model room
   - Last year’s sales
   - Their success in last year
   - Next year’s models

5. What did the woman do last week?
   - She had a successful day at work.
   - She saw next year’s models.
   - She sold the new models.
   - She was a little disappointed.

6. Why did the woman say “Are you kidding”?
   - This year’s models were great.
   - Next year’s models don’t look so good.
   - He didn’t know about the models.
   - This year’s models were a big disappointment.

Go on to the next page
Unit 1: Companies and Organizations

[Listening 3]
7. How did they hear that the office will close?
A friend told them.
It was on the radio.
The newspaper reported it.
Their boss told them.

8. What does the woman think will happen?
The office will move.
The office will close.
A new office will open.
The office will not close.

9. What happened last year?
The office stayed open.
Many people were fired.
The company shut down.
The company was started.

4 Pairwork 1
Work with a partner. Student A, turn to the TOP of page 126. Student B, turn to the TOP of page 136.

[Listening 4]
10. What are they talking about?
How Jennifer will find another job
When the new department will be formed
Where the department will hold the meeting
Who is going to be the next department head

11. What is the woman’s weak point?
She is not a good leader.
She hasn’t worked with Jennifer or Susan.
She doesn’t have a licence.
She doesn’t have much experience.

12. How does the woman feel about her current job?
She is happy to quit.
She is satisfied.
She wants to change her department.
She is unhappy with Jennifer and Susan.

5 Listening: Phonology
Vowel sounds can be weak.

Example: What do you do?

Listen and complete the sentences below.

1. Where do you work?
2. She works in the main office.
3. He’s a sales manager.
4. We make and sell car parts.
5. We started the company in 2007.

Check your answers with a partner.

6 Listening: Question-Response

You will hear a question or statement followed by three responses. Choose the best response to each question or statement.

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

7 Reading: Text Completion
Read the following. Choose the best answers. Work as fast as you can.

Reading 1
Beginning on March 15th, Thomas Shoes is offering a free one-day sales training — for anyone interested in a career in sales! Sales representatives at Thomas Shoes can earn up to $60,000 a year. This — a great chance to start an — and high paying career in the sales industry. Call today and start your career in sales!

—— 1. --- Beginning on March 15th, Thomas Shoes is offering a free one-day sales training — 2. --- for anyone interested in a career in sales! Sales representatives at Thomas Shoes can earn up to $60,000 a year. This — 3. --- a great chance to start an --- 4. --- and high paying career in the sales industry. Call today and start your career in sales!

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

Go on to the next page
7. We are teaching people how to use Internet. We want to study how young people use social media apps. We are teaching business people how to use business apps. We are studying how elderly people use social media.

8. to for with from

5. old year years old

6. look looked looking is looking

7. We are teaching people how to use Internet. We want to study how young people use social media apps. We are teaching business people how to use business apps. We are studying how elderly people use social media.

---

Are you a social media user between 16 and 21 --- 5. --- ? Telecom Systems --- 6. --- for a few people to test its new Internet messaging system. --- 7. ---. You'll get a free telephone and one year's unlimited service, and we'll get to improve our system --- 8. --- your help. Go to www.telecomsys.com/tester for more details.

---

Let’s Talk! 1

Work with a partner. Arrange the sentences to make a conversation.

1. Barbara Davis is in charge of R&D.
2. No, she works in the London office.
3. Does she work in the head office?
4. Who's in charge of R&D?

5. We now have 125 employees.
6. Where is the head office?
7. And how many employees do you have?
8. Our head office is in Hong Kong.

Now practice the conversations with your partner. Take turns.

Extension: Practice the conversations above using the information below.

---

From January 1st, --- 9. --- closing at 9:00 pm, The Corner Deli will be open every night until 11:00 pm. Two people will work an early shift, the same as they do now, from 2:00 pm to 9:00 pm. Two people will need to work a later shift --- 10. --- they do now, from 4:00 pm to 11:00 pm. Anyone who volunteers to work on the later shift --- 11. --- an extra $20.00 per night. --- 12. --- .

---

9. even while through instead of

10. that than when these

11. will receive received has received is receiving

12. Please send your resume to the Corner Deli right away. Peter Weber, your manager, will get back to you as soon as possible. If you are interested, contact your manager, Peter Weber, right away. Thank you very much for your business.
Section B

1 Focus on Vocabulary 2

Look at the words in the box. Write each word under the best category.

- to export  - unfortunately  - main  - simply
- extra  - manager  - to apply  - employee
- probably  - famous  - disappointment  - likely
- manager  - to visit  - main  - experience
- to apply  - to export  - famous  - unfortunately
- to visit  - extra  - likely  - to apply
- employee  - experience

2 Listening: Talks

You will hear four short monologues. Read the questions. Choose the best answers.

[Listening 1]

1. What is the main point of this announcement?
   A A new office manager is needed.
   B John Wilson's son is moving to Florida.
   C The woman will retire soon.
   D A training session will be held.

2. What will John Wilson do?
   A Apply for the job
   B Open an office in Florida
   C Visit his son for the holidays
   D Stop working for the company

[Listening 2]

4. Who would be most likely to call this number?
   A A customer looking for help
   B Someone who wants to sell something
   C Someone who wants to buy a computer
   D Someone who is looking for a job

5. When would a caller likely hear this message?
   A Monday at 10:00 am
   B Wednesday at 7:00 pm
   C Friday at 4:00 pm
   D Saturday at 11:00 am

6. Which of these positions is Sunshine Industries NOT looking for?
   A Machine operators
   B Data entry clerks
   C Design engineers
   D Sales representatives

[Listening 3]

7. What will happen to Morton Tours and Travel?
   A It has to move.
   B It will close.
   C It will open a new office.
   D A new owner is buying it.

8. What did the man want?
   A He wanted to sell the business.
   B He wanted his son to work there.
   C He wanted to run the business on the internet.
   D He wanted his grandfather to run the business.

9. What does the man promise to do?
   A Continue to pay their salaries
   B Hire them for his new company
   C Recommend them for promotion
   D Help them find jobs at other companies

[Listening 4]

10. What kind of company is it?
    A Furniture manufacturing
    B Office services
    C Computer design
    D Business machines

11. Where does the company sell 20% of its products?
    A Portland, Oregon
    B In schools and offices
    C In other countries
    D In local businesses

12. Look at the map. Where is the head office?
4 Reading: Incomplete Sentences

Choose the word or phrase that best completes the sentence. Work as fast as you can. 5 minutes

1. She is ______ coming today.
   A. not
   B. ever
   C. do
   D. don't

2. We should take some ______ copies just in case.
   A. else
   B. enter
   C. extra
   D. extra

3. Sorry, I can't help you now. I'm ______ a hurry.
   A. on
   B. in
   C. at
   D. during

4. Can you help ______ with the report?
   A. I
   B. me
   C. mine
   D. my

5. We have three ______ offices in Asia.
   A. launch
   B. branch
   C. bunch
   D. branch

6. Can either you ______ Bobby come over today?
   A. and
   B. nor
   C. both
   D. or

7. Our main office is across ______ the new library.
   A. from
   B. until
   C. over
   D. at

8. The conference ______ at nine.
   A. open
   B. beginning
   C. starts
   D. finish

9. Have you ______ my office key somewhere?
   A. see
   B. saw
   C. seen
   D. seeing

10. He couldn't control his ______ when his computer broke.
    A. anger
    B. angry
    C. angrily
    D. angers

11. He finished writing the report just ______.
    A. yesterday
    B. soon
    C. already
    D. tomorrow

12. We have to finish it ______ Mr. Anderson gets back.
    A. by
    B. with
    C. for
    D. before

13. I go to the main office ______ every week.
    A. almost
    B. quite
    C. always
    D. usual

14. ______ the scissors? Do you know?
    A. and
    B. Where do
    C. Where are
    D. Who did

15. How many people are ______ your division?
    A. in
    B. of
    C. on
    D. over

16. Can you tell me about the company ______?
    A. organic
    B. organize
    C. organization
    D. organizational

5 Focus on Grammar

Look at the sentences below. There are 5 correct and 5 incorrect sentences. If the sentence is correct, write a check (✔). If the sentence is incorrect, write an (✘) and then correct the mistake.

For example:  ✔ He is an architect.  ✘ He not an engineer.

1. (✔) He works five days a week.

2. (✘) The company hire new employees each April.

3. (✘) Does he work in the Finance Department?

4. (✘) When she starts work?

5. (✔) He does not work on weekends.

6. (    ) What this word mean?

7. (    ) There are five people in the sales department.

8. (✔) How do you spell your name?

9. (    ) They don't like to work late.

10. (✘) Unfortunately my boss doesn't listen me.

6 Reading: Comprehension

Read the following. Choose the best answers. Work as fast as you can. 8 minutes

[Reading 1]

New West Bank to open local branches

The California based, New West Bank has announced plans to open more branches in other parts of the country. CEO Paul Westmore announced Friday that the bank is planning to open branches in Illinois, Ohio and Indiana early next year. The New West Bank, which opened its first branch in Los Angeles in 1992, now has more than 300 branches in California and Nevada.

Westmore said the bank is planning to open branches all over the country.

1. What is the main point of this article?
   A. The bank hired a new president.
   B. A new bank has opened in California.
   C. The bank is closing its California offices.
   D. The bank will open new offices.

2. Where was the New West Bank's first office?
   A. Ohio
   B. Illinois
   C. Nevada
   D. Los Angeles

3. Who is Paul Westmore?
   A. The Vice President of Sales at the New West Bank
   B. The Chief Executive Officer of the New West Bank
   C. The Chief Operations Officer of the New West Bank
   D. The Head of Business Development at the New West Bank
Unit 2: Work Routines

Section A

1 Warm-Up: Photographs

Look at the pictures below. Write some simple sentences to describe each picture.

1 Track 10

[Picture 1] A B C D

[Picture 2] A B C D

2 Focus on Vocabulary 1

Match the words on the left with the words on the right. Then use these expressions to complete the sentences on the next page.

[Task 1] have a get to send an meet the

work email sales manager discussion

Let's Talk! 2

Work in groups. Discuss the following.

Think of a famous company (Toyota, Nike, Microsoft and so on). Describe the company. Think about what they make, where they make their products, where their head office is, how many people work there, and so on.

Use the table below to help you.

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Number</th>
<th>City/Country</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Google</td>
<td>28,768</td>
<td>Mountainview, California, U.S.A.</td>
<td>Software, internet search, communications</td>
</tr>
<tr>
<td>Nike</td>
<td>480,000</td>
<td>Beaverton, Oregon, U.S.A.</td>
<td>Athletic footwear, sports equipment, clothing</td>
</tr>
<tr>
<td>Toyota</td>
<td>316,121</td>
<td>Aichi, Japan</td>
<td>Automobiles</td>
</tr>
<tr>
<td>Sony</td>
<td>131,700</td>
<td>Tokyo, Japan</td>
<td>Electronic devices</td>
</tr>
<tr>
<td>Starbucks</td>
<td>142,000</td>
<td>Seattle, Washington, U.S.A.</td>
<td>Coffee</td>
</tr>
<tr>
<td>Shell</td>
<td>90,000</td>
<td>The Hague, Netherlands</td>
<td>Oil and gasoline</td>
</tr>
</tbody>
</table>

About ________ number ________ work there. Their products are good because ________.

This should be ________ devices.
1. Who is the woman?
A. A customer
B. The man’s teacher
C. A new employee
D. The man’s friend

2. When did they meet?
A. At the last meeting
B. At the company
C. When they joined the company
D. Just now

3. What does the man tell the woman?
A. His name
B. The time
C. The date
D. His job

4. What time is the meeting tomorrow?
A. 9:00
B. 10:00
C. 10:30
D. 11:00

5. Why can’t the man come to the meeting?
A. He’s not sure.
B. He needs to change.
C. He has another appointment.
D. He is going to a sale.

6. How did the woman know about the time change?
A. By telephone
B. By mail
C. By email
D. At the meeting

7. What do you think the woman’s job is?
A. She is an accountant.
B. She is a sales rep.
C. She is a factory manager.
D. She is a lawyer.

8. What will likely happen next?
A. The woman will go shopping.
B. The man will check his calendar.
C. The woman will cancel her appointment.
D. The man will show the woman the seminar schedule.

9. Look at the timetable. What is the woman interested in?

10. What does the man want?
A. A car part
B. An office tool
C. Some small change
D. A box

11. What does the woman do?
A. She lends him something.
B. She sells him something.
C. She borrows something.
D. She rents something.

12. What does the woman ask the man?
A. Where the item is
B. Which item to use
C. To return the item
D. To lend the item

people stress important words.

Listen and complete the sentences below.

1. I __________ get __________ to __________ work __________ at __________ 8:00 __________.
2. Today’s __________ meeting __________ starts __________ at __________ 11:00 __________.
3. __________ What __________ time __________ is __________ the __________ staff __________ meeting __________?
4. Can you __________ send __________ me __________ an __________ email __________?
5. I have to __________ cancel __________ tomorrow’s __________ meeting __________.

Check your answers with a partner.
6 Listening: Question-Response

You will hear a question or statement followed by three responses. Choose the best response to each question or statement.

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

7 Reading: Text Completion

Read the following. Choose the best answers. Work as fast as you can.

[Reading 1]

To: Fred Smith <ceo@smithtrading.co>
Re: Setting up an account
Date: March 23rd

Dear Mr. Smith:

We are interested in making a large — 1. — of the canned tuna you import from Thailand. We have a customer who is interested in selling your line of canned tuna in their chain of — 2. — stores across the U.S. So please let me know about your prices and terms. If you had some time, I — 3. — happy to speak to you on the phone to discuss pricing and other details. — 4. —, I would appreciate it.

Sincerely,

Monica Stone,
Vice President, Sourcing

1. A purchase 3. A was 5. A were 7. A ship
2. A budget 4. A have been 6. A will be 8. A ship
3. A sales 5. A send
4. A would be

[Reading 2]

Date: August 25, 2014
Time: 12:35 pm
From: Jason Johnson
To: Mary Marshall
Subject: Urgent - Pricing on Next Year’s Models
Priority: Urgent

Hi Mary,

I just got an email from our partners in Mexico. — 5. —. They need these right away, because they need to print their new catalog. Do we have those prices yet? Will you be free for a chat this afternoon? I’d like to have a quick chat to go — 6. — some of these details. Can you call me? I — 7. — out of the office between 2 pm and 3 pm, but you can call me on my cell phone. Except for my afternoon appointment, I’ll be in the office. They need these prices right away, so let’s talk about this — 8. — soon as possible.

Thanks.
Jason

5. A over 7. A as
6. A under
8. A by
5. A before
8. A in
6. A before
8. A at
6. A before
8. A at
6. A behind
8. A in
Section B

Focus on Vocabulary 2

Complete the sentences below using the words or expressions in the box.

- stapler
- seminar
- submit
- make sure
- borrow
- client
- be prepared
- contract

1. Can I borrow your stapler? I can't find mine.
2. Please make sure that you submit your report by Friday morning.
3. I have a meeting with a new client this afternoon.
4. He signed a new contract to work there for another year.
5. I have an important meeting, so I want to be prepared for any question.
6. I'm going to a one-day seminar on Friday on New Technologies.

Listening: Talks

You will hear four short monologues. Read the questions. Choose the best answers.

[Listening 1]

1. What is the main point of this announcement?
   A. Why they are being required to move
   B. Plans for the move to the new building
   C. The rules for the new office building
   D. Attendance rules for staff members

2. Where would you probably hear this announcement?
   A. In a moving van
   B. In a school
   C. In an office building
   D. In an office supply shop

3. What does the man ask people to do?
   A. To not be late for the meeting
   B. To tell colleagues about the meeting
   C. To go to the new office building
   D. To start work early on Monday

4. Where would someone hear this message?
   A. Calling a newspaper company
   B. Calling a journalist
   C. Calling a telephone company
   D. Calling a law firm

5. Why should journalists dial “3”?
   A. To speak with the operator
   B. To speak with the office manager
   C. To hear other questions
   D. To hear from the head lawyer

6. What should you do to hear the message again?
   A. Press 1
   B. Press 2
   C. Press 9
   D. Press 0

[Listening 2]

9. as
10. by
11. until
12. since

9. as
10. by
11. until
12. since

Let's Talk! 1

Work with a partner. Arrange the sentences to make a conversation.

1. I usually get to work just before 9:00 am.
2. Thank goodness, it's Friday!
3. Do you start work right away?
4. Yes, I usually have a meeting right at 9:00.

Now practice the conversations with your partner. Take turns.

Extension: Work with a partner. Make a list of the things you do on a work/school day:

- put my books in my bag
- ____________
- ____________
- ____________
- ____________

Now, close your books, and describe a typical work/school day.
4 Reading: Incomplete Sentences

Choose the word or phrase that best completes the sentence. Work as fast as you can.

1. She will take ______ the project after Jason.  
2. _______ you finish the project after Jason?  
3. _______ you take it?  
4. _______ you know the name of the courier company?  
5. _______ you see the news every morning?  
6. _______ you leave early today?  
7. _______ you work _______ yet?  
8. _______ the news every morning?  
9. _______ Karen nor Jane can attend the meeting today.  
10. _______ you tell _______ I will be late?  
11. _______ your weekend?  
12. They _______ failed to tell their customers about the change.

Test Type

1. _______ the project after Jason.
2. _______ you finish the project after Jason?
3. _______ you take it?
4. _______ you know the name of the courier company?
5. _______ you see the news every morning?
6. _______ you leave early today?
7. _______ you work _______ yet?
8. _______ the news every morning?
9. _______ Karen nor Jane can attend the meeting today.
10. _______ you tell _______ I will be late?
11. _______ your weekend?
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Test Type

1. _______ the project after Jason.
2. _______ you finish the project after Jason?
3. _______ you take it?
4. _______ you know the name of the courier company?
5. _______ you see the news every morning?
6. _______ you leave early today?
7. _______ you work _______ yet?
8. _______ the news every morning?
9. _______ Karen nor Jane can attend the meeting today.
10. _______ you tell _______ I will be late?
11. _______ your weekend?
12. They _______ failed to tell their customers about the change.

Test Type
5 Focus on Grammar

Look at the sentences below. There are 5 correct and 5 incorrect sentences. If the sentence is correct, write a check (✓). If the sentence is incorrect, write an (✗) and then correct the mistake.

For example: ✓ He is an architect. ✗ He not an engineer.

1. ✗ I often make mistakes.    6. ✗ When you to the office yesterday?
2. ✓ She usually goes skiing during the winter vacation.    7. ✓ Can we a meeting this afternoon?
3. ✓ This is important, so please carefully.    8. ✓ Please call me when you get to the office.
4. ✓ I like watching the news on TV.    9. ✓ I'm taking a day of tomorrow.
5. ✓ Are you prepared to the meeting?    10. ✓ I need to make a few phone calls.

6 Reading: Comprehension

Read the following. Choose the best answers. Work as fast as you can.

[Reading 1]

Mary,

Marvin Thompson canceled his Friday afternoon appointment: He is going to be out of town this week. Call him as soon as he gets back. We don't want to lose this contract.

Harry Dagget

P.S. Did you submit your sales report? The deadline is tomorrow.

1. What is the main purpose of this message?
   ✗ To sign a new contract
   ✗ To make sure a customer is contacted
   ✗ To arrange a business trip this week
   ✗ To cancel a meeting

2. What does Harry ask Mary to do?
   ✗ To call Marvin next week
   ✗ To meet him on Friday
   ✗ To write a letter to Marvin
   ✗ To tell her when to meet Marvin

3. What does Harry say about tomorrow?
   ✗ Mary has to visit her clients.   Mary has to hand in a sales report.
   ✗ Mary has to change her sales report.   Mary has to write an expense report.

4. What is Harry's job?
   ✗ He is probably Mary's assistant.
   ✗ He is probably in charge of Human Resources.
   ✗ He is probably the head of Accounting.
   ✗ He is probably Mary's boss.

[Reading 2]

Theresa R.   11:00
Hi, guys. Sorry, but I can't meet at 3.

Samantha L.   11:10
Oh no. What's up?

Theresa R.   11:15
My boss wants me to visit a client downtown at 3:15.

Robin T.   11:20
How about a bit later then? I'm free anytime after 3. Sam?

Samantha L.   11:24
Fine with me. Why don't we do that?

Theresa R.   11:30
Really? You don't mind?

Robin T.   11:32
Don't be silly. Text us as soon as you are free.

Samantha L.   11:35
That works for me.

5. Why did Theresa send the first message?
   ✗ To make an appointment with a client
   ✗ To cancel a meeting
   ✗ To ask her boss to go downtown
   ✗ To tell the others about a change to her schedule

6. Where will Theresa be this afternoon?
   ✗ At home
   ✗ Out of her office
   ✗ In her office
   ✗ In Samantha's office

7. Who will Theresa meet this afternoon?
   ✗ A customer
   ✗ Samantha
   ✗ Theresa's boss
   ✗ The supply manager

8. What will Theresa probably write next?
   ✗ I think so too.
   ✗ Thanks, guys. I'll wait for your call.
   ✗ Thank you! I will do that.
   ✗ Don't worry. We are friends!

7 Let's Talk! 2

Work with a partner. Think about different jobs. What do people have to do in these jobs? Make a list.

teacher   prepare for class
nurse
pilot
journalist

When you finish, close your books and talk about the different jobs.
Unit 3: Travel and Entertainment

Section A

1 Warm-Up: Photographs

Look at the pictures below. Write some simple sentences to describe each picture.

[Picture 1]
[Picture 2]

2 Focus on Vocabulary 1

Complete each sentence using one of the words in the brackets.

1. (reserve / reservation)
   a. I need to ________ a seat on next week's flight to Chicago.
   b. I made a ________ for two people for the 3 o'clock train to New York.

2. (apology / apologize)
   a. I ________ for causing you trouble.
   b. Please accept my ________ for causing you trouble.

3. (difficult / difficulty)
   a. Getting a ticket to this show can be really ________.
   b. He had ________ changing his flight to Rome.

4. (safe / safety)
   a. Restaurant workers need to study about food ________.
   b. Do you think this is ________ to eat?

5. (actual / actually)
   a. Are these the ________ sales results?
   b. I'm afraid we don't ________ know our sales results yet.

3 Listening: Conversations

You will hear four short conversations. Read the questions. Choose the best answers.

Track 16

1. At first, what does the woman ask the men?
   A To go out to lunch
   B If they met someone
   C To pass the food
   D If they have eaten

2. What problem do the men have?
   A They are sick.
   B They are busy.
   C They are not hungry.
   D They are tired.

3. What does the woman offer?
   A To cook
   B To help
   C Some food
   D Some drink

4. Why didn't the woman make a hotel reservation?
   A She was too busy.
   B She doesn't want to go.
   C She isn't planning to go.
   D She doesn't know how to do it.

5. When does the woman plan to find hotel rooms?
   A As soon as possible
   B When she arrives in London
   C Before she leaves for the airport
   D After she decides where she will go

6. What does the man think of the woman's plan?
   A He thinks she can easily find a room.
   B He thinks she should go to Paris.
   C He thinks traveling is expensive.
   D He thinks it is a bad idea.
7. **Why did the man ask if she was taking a trip?**
   - She is carrying a large suitcase.
   - She came to the meeting early.
   - She told him she will go to Melbourne.
   - He wants to go to Melbourne with her.

8. **When did the woman get back from Melbourne?**
   - Last week
   - Last night
   - This afternoon
   - Today

9. **What does the man suggest the woman do?**
   - Go straight to the airport
   - Go home and sleep
   - Talk to clients in Melbourne
   - Take a break at the airport

10. **What does the woman do?**
    - She is a server.
    - She is a clerk.
    - She is the man’s supervisor.
    - She is the man’s mother.

11. **Why does the man change his order?**
    - He isn’t hungry.
    - He wants something different.
    - He wants a bigger size.
    - He doesn’t have time to eat.

12. **Look at the graphic. How much will the man pay?**
    - $8.50
    - $11.00
    - $14.50
    - $15.50

<table>
<thead>
<tr>
<th>Meal Type</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>BLT sandwich</td>
<td>$12.50</td>
</tr>
<tr>
<td>Chicken sandwich</td>
<td>$11.00</td>
</tr>
<tr>
<td>Clam chowder</td>
<td>cup: $4.00, bowl: $7.00</td>
</tr>
<tr>
<td>Today’s soup</td>
<td>cup: $5.25, bowl: $8.50</td>
</tr>
<tr>
<td>Salad</td>
<td>$7.50</td>
</tr>
</tbody>
</table>

**Pairwork 1**

Work with a partner. Student A, turn to the TOP of page 128. Student B, turn to the TOP of page 138.

**Listening: Phonology**

Words can link together.

**Example** The bus stop is in front of the hotel.  🎧 The bus stop is in front of the hotel.

Listen and complete the sentences below.

1. I ______ don’t get lost.
2. Excuse me? What ______ now?
3. I’m going ______ after the meeting.
4. I ______ reservation for ______ at eight o’clock.
5. August ______ month ______ for us ______.

Listen again and draw an arrow (       ) where the sounds link together. Check your answers with a partner.

**Listening: Question-Response**

You will hear a question or statement followed by three responses. Choose the best response to each question or statement.

1. A B C
2. A B C
3. A B C
4. A B C
5. A B C
6. A B C
7. A B C
8. A B C
9. A B C
10. A B C
7 Reading: Text Completion

Read the following. Choose the best answers. Work as fast as you can.

[Reading 1]

To: Polly’s Restaurant
From: Events Planning
Subject: Holiday Party
Date: December 10

Dear Mrs. Dunbar,

I --- 1. --- to follow up on my company’s reservation on the 18th for our annual company party. We will have about 50 employees and their --- 2. ---, so we should have about 100 people. The party is scheduled to start at 7 pm. --- 3. ---. If you could confirm this, it would be appreciated. Also, should you have any other questions, please feel free to get in --- 4. --- with me at any time.

Sincerely,
Jennifer
Special Events Coordinator
(212) 555-1212

1. a) don’t write  3. a) Can you confirm how many guests will be there?
   b) have written  b) Can you confirm that the banquet room will be available then?
   c) am writing  c) Can you confirm that you sent me the invitation to the party?
   d) not writing  d) Can you confirm that the food will be delivered to our company?

2. a) guest  4. a) line
   b) guess  b) touch
   c) guests  c) time
   d) guessed  d) talk

[Reading 2]

Do you want to save money on travel costs? Why don’t you try the Metro Gold Pass? It is the perfect --- 5. --- to get around the city. For one low monthly fee you --- 6. --- any bus or train, at any time, day or night. More than just a ride to school or work, use your bus pass to get around the city. The more you ride, the more you save! You will never have to wait --- 7. --- line to buy another ticket. --- 8. ---

5. a) try  7. a) in
   b) way  b) at
   c) how  c) to
   d) know  d) of

6. a) did take  8. a) The Metro Gold Pass offers the best tour prices in the city.
   b) can take  b) Call now and book your city tour with an experienced guide.
   c) are taking  c) Get out and see the city with a Metro Gold Pass.
   d) have taken  d) Call now and book your air ticket with Metro Gold Pass.

8 Let’s Talk! 1

Work with a partner. Arrange the sentences to make a conversation.

1. 3. I see. And how long will you be staying?
   1. Hi. What’s the purpose of your trip?
   2. For five days.
   4. Okay. Can I have your last name?

Now practice the conversations with your partner. Take turns.

Extension: Work with a partner. Roleplay the following:

Going through immigration at an airport

First, make a list of questions an immigration officer might ask.

e.g. How long are you going to stay?

Then, roleplay the conversation.
Section B

1. Focus on Vocabulary 2

Look at the words in the box. How many syllables are in each word?

For example: lunch (1); season (2); wonderful (3); elevator (4)

- completely (3) - error (2) - suitcase (2) - brochure (2) - passport (2)
- enjoyable (4) - satisfy (3) - attention (3) - exhibition (4) - immigration (4)

Look at the following. Choose a word from the above box which has similar meaning.

- fun - enjoyable - mistake - error
- pamphlet - brochure - totally - completely

2. Listening: Talks

You will hear four short monologues. Read the questions. Choose the best answers.

[Listening 1]

1. What is the purpose of this announcement?
   - To discuss the news
   - To give information
   - To ask for help
   - To demand a report

2. What does the woman apologize for?
   - The poor plane
   - The dangerous situation
   - The thunderstorm
   - Making people wait

3. What will happen after the storm?
   - They will leave.
   - They will take a break.
   - They will arrive.
   - They will wait.

4. What is the main point of this announcement?
   - To welcome visitors
   - To ask people to leave soon
   - To tell people about the exhibition
   - To ask people to come

5. What can people see here?
   - Paintings
   - Land maps
   - 18th century tools
   - Famous music

6. Look at the graphic. What time is it now?
   - 12:15
   - 5:00
   - 4:45
   - 12:00

[Listening 3]

7. What is the main subject of this message?
   - An airline ticket
   - A lost travel bag
   - A travel brochure
   - An airline shuttle bus

8. Who is Gary Reynolds?
   - A security officer
   - An airline pilot
   - A flight attendant
   - An airline employee

9. What is the problem?
   - The plane can’t take off.
   - Gary Reynolds made a mistake.
   - The company website was wrong.
   - There was an accident with another plane.

10. Where would you most likely hear this announcement?
    - In an office
    - In a restaurant
    - In a hotel lobby
    - At the fire station

[Listening 4]

11. What was the problem?
    - There was a fire.
    - There was a fight.
    - There was a water leak.
    - There was an earthquake.

12. What does the woman recommend the listeners do?
    - Go to the website
    - Go back to their rooms
    - Talk to the hotel manager
    - Wait for more information

3. Pairwork 2

Work with a partner. Student A, turn to the BOTTOM of page 128. Student B, turn to the BOTTOM of page 138.

4. Reading: Incomplete Sentences

Choose the word or phrase that best completes the sentence. Work as fast as you can.

1. Your flight to London will leave from _______.
   - fifteen. My passport is in my car. Can I go and get it?
   - gate
   - dock
   - stop
   - station

2. The visitor information desk is _______ the third floor.
   - to
   - in
   - of
   - on

3. I’ll buy you dinner tonight. It’s my _______.
   - pay
   - treat
   - treasure
   - presents

4. I _______ my passport in my car. Can I go and get it?
   - forget
   - left
   - lost
   - miss

5. The movie wasn’t perfect, _______ the story was great.
   - or
   - for
   - and
   - but

6. You need a visa _______ you’re staying more than 90 days.
   - if
   - during
   - whether
   - despite
7. I’ve never been to this restaurant _______.
   a. ago
   b. after
   c. before
   d. already

8. He loves Chinese food, _______ dim-sum.
   a. special
   b. specific
   c. specify
   d. especially

9. Kathy is really good _______ baking.
   a. at
   b. of
   c. on
   d. in

10. _______ is he going to have dinner with?
    a. Where
    b. How
    c. Why
    d. Who

11. The hotel has always been there _______.
    a. since
    b. as far as
    c. while
    d. what

12. Can you bring us some _______ bread?
    a. much
    b. more
    c. many
    d. few

13. The bottle is _______ empty. Should we get another one?
    a. least
    b. much
    c. most
    d. nearly

14. I _______ to the theater a little late last night.
    a. get
    b. gotten
    c. got
    d. getting

15. Do you want to go to see _______ playing the violin?
    a. his
    b. him
    c. he
    d. he is

16. I _______ take a bus to work, so I can sleep a little.
    a. usually
    b. never
    c. ever
    d. barely

5. Focus on Grammar

Look at the sentences below. There are 5 correct and 5 incorrect sentences. If the sentence is correct, write a check (✓). If the sentence is incorrect, write an (✗) and then correct the mistake.

For example: ✓ He is an architect. ✗ He not an engineer.

1. (✓) It is very hot in the summer.
2. (✓) We usually travel together.
3. (✗) I didn’t see anybody at the conference.
4. (✗) That boarding pass is his.
5. (✗) Can you give it to her?
6. (✗) She’s married to an accountant.
7. (✗) Did you get my sales report?
8. (✗) I didn’t see either of them.
9. (✗) The musical was very enjoyable.
10. (✓) Don’t forget to give her the reservation number.
Visiting Houston for Business?
Stay with us at The Texas Desert Inn!

- Great Location – Just 15 minutes from the airport
- Airport shuttle service
- Free Wi-Fi in every room
- 24-hour room service
- Business Center – Copying, printing and shipping services
- Swimming pool and Gym
- Reasonable room rates

To: info@texasdesertinn.com  Date: December 23rd
From: peter.archer@archerrealty.com  Time: 06:02:56
Subject: Your hotel

Dear Sirs,

I stayed at the Texas Desert Inn last week. I chose your hotel because of an advertisement I saw. It seemed perfect for my business trip. Unfortunately, I was wrong. Many things were different from the advertisement.

First of all, it took more than 25 minutes by taxi from the airport.

Secondly, the room service was slow. I arrived late and tired. I ordered pizza. It took more than an hour, and it was cold.

The Wi-Fi connection was also TERRIBLY slow. I couldn't finish my work.

Finally, the business center wasn't very good. I had to make some photocopies for a 9:00 am meeting, but the business center was closed. So, I had to go to the 24H Business Center on the other side of the highway.

The room was quite nice, but I was not happy with the experience. Next time I come to Houston, I will not be staying at The Texas Desert Inn.

Peter Archer
Archer Real Estate

5. Who is Peter Archer?
   A. A real estate agent
   B. A travel writer
   C. The Texas hotel night manager
   D. The owner of the Texas Desert Inn

6. Which of these does The Texas Desert Inn NOT promise its guests?
   A. Free Wi-Fi
   B. Shipping services
   C. Free coffee in the lobby
   D. A swimming pool

7. Why did Peter Archer have to go to the other side of the highway?
   A. To open the business center
   B. To photocopy some documents
   C. To have breakfast
   D. To make a phone call

8. What was Peter Archer satisfied with?
   A. The room
   B. The swimming pool
   C. The room service
   D. The business center

9. Will Peter Archer stay at the Desert Inn again?
   A. Yes, he was satisfied with the hotel.
   B. Yes, he was very happy with the service.
   C. No, the room was in terrible condition.
   D. No, the hotel was not as good as he expected.

---

Let's Talk! 1

Work with a partner. Look at the graphic. Answer the questions below.

<table>
<thead>
<tr>
<th>Destination</th>
<th>Airline</th>
<th>Flight#</th>
<th>Departure Time</th>
<th>Gate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lisbon</td>
<td>TAP</td>
<td>TP 353</td>
<td>6:00</td>
<td>38</td>
</tr>
<tr>
<td>Vienna</td>
<td>Austrian</td>
<td>OS 458</td>
<td>6:20</td>
<td>24</td>
</tr>
<tr>
<td>Zurich</td>
<td>Swiss</td>
<td>LX 345</td>
<td>6:40</td>
<td>31</td>
</tr>
<tr>
<td>Rome</td>
<td>British Air</td>
<td>BA 548</td>
<td>6:55</td>
<td>26</td>
</tr>
<tr>
<td>Stockholm</td>
<td>SAS</td>
<td>SK 1530</td>
<td>7:25</td>
<td>12</td>
</tr>
<tr>
<td>Munich</td>
<td>Air Berlin</td>
<td>AB 5036</td>
<td>8:05</td>
<td>36</td>
</tr>
<tr>
<td>Istanbul</td>
<td>Turkish Air</td>
<td>TK 1966</td>
<td>8:30</td>
<td>54</td>
</tr>
<tr>
<td>Helsinki</td>
<td>Finnair</td>
<td>KY 3126</td>
<td>8:45</td>
<td>33</td>
</tr>
<tr>
<td>Dublin</td>
<td>Aer Lingus</td>
<td>EI 151</td>
<td>9:25</td>
<td>14</td>
</tr>
<tr>
<td>Barcelona</td>
<td>Iberia</td>
<td>IB 7451</td>
<td>10:05</td>
<td>23</td>
</tr>
</tbody>
</table>

1. What time is the flight to Istanbul?
   **8:30**

2. What is the flight number for the flight to Lisbon?
   **TP 353**

3. What airline is flying to Stockholm?
   **SAS**

4. What is the gate number for the flight to Helsinki?
   **33**

5. Where is flight number BA548 going to?
   **Rome**

Extension: Work with a partner. Look at the graphic. Ask your partner five questions each.
Unit 4: Human Resources

Section A

1 Warm-Up: Photographs

Look at the pictures below. Write some simple sentences to describe each picture.

1. [Picture 1]
   - [Picture 2]

2 Focus on Vocabulary 1

Match the words on the left with the meaning on the right.

- document
- customer
- nervous
- possible
- license
- set up
- previous

- someone who buys goods or services from a business
- a piece of paper that says you have permission to do something
- a feeling of worry, or feeling a little scared
- able to be done
- to make something ready to use
- a piece of paper that lists your school history, job history, and skills
- earlier, before now

3 Listening: Conversations

You will hear four short conversations. Read the questions. Choose the best answers.

[Listening 1]
1. What is happening?
   - The man is not hiring the woman.
   - The woman is at a job interview.
   - The woman is writing her resume.
   - The woman is quitting her job.

2. Why did the man ask the woman to come today?
   - He knew she could come in today.
   - She had a good resume.
   - He needs insurance right away.
   - He didn’t know about the opportunity.

3. What did the woman do in her last job?
   - She was in information management.
   - She worked at a store.
   - She was a reservations officer.
   - She sold insurance.

4. What is the relationship between the woman and the men?
   - They are her new bosses.
   - They are her brothers.
   - They are coworkers.
   - She is their new boss.

[Listening 2]
4. What kind of work does the woman want to do?
   - Risk management
   - Staff training
   - Accounting and finance
   - Sales and promotion

5. What kind of work does the woman want to do?
   - She should talk to her new boss tomorrow.
   - She should talk to her old boss today.
   - She should find another job as soon as possible.
   - She should listen to her new boss carefully.

Go on to the next page
7. What was the woman's salary in her previous job?
   ① She made $50,000 a year plus a bonus.
   ② She made $55,000 a year plus a bonus.
   ③ She made $60,000 a year plus a bonus.
   ④ She made $65,000 a year plus a bonus.

8. When did the woman get a 10% bonus?
   ① If she met all of her goals
   ② If the company had a good year
   ③ If her team made more money
   ④ If she found new customers

9. What will the woman do next?
   ① She will not accept a salary lower than $60,000.
   ② She will decide if the salary is good.
   ③ She will ask for a bigger bonus.
   ④ She will hire the man.

4 Pairwork 1

Work with a partner. Student A, turn to the TOP of page 129. Student B, turn to the TOP of page 139.

5 Listening: Phonology

Sounds can disappear.

Example

Let me think about that.  Le/ me think about/ that.

Listen and complete the sentences below.

1. I hope      I get the job.
2. What time does      meeting start?
3. The interview will      five.
4. What did you      your last job?
5. I      license yet.

Listen again and draw a slash (/) where the sounds disappear. Check your answers with a partner.

6 Listening: Question-Response

You will hear a question or statement followed by three responses. Choose the best response to each question or statement.

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

7 Reading: Text Completion

Read the following. Choose the best answers. Work as fast as you can.

Date: August 30
Time: 9:25 am
From: Mary Maloney
To: Jerry Sanders
Subject: My bonus
Dear Jerry,

How was your weekend? I just wanted to make --- 1. --- that we agree and have the same understanding about my bonus. My sales have been good, and I think that I will meet all of my sales targets this year. So, I'd like to confirm that my bonus will be paid as we --- 2. --- during last year's negotiations. --- 3. ---. If you have any questions, let's talk about this ASAP. I'm traveling until this Thursday but I'll be back --- 4. --- the office from Friday. However, you can call me or send me an email any time.

Regards,
Mary

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

Go on to the next page
**Unit 4: Human Resources**

---

**Reading 2**

"Why Companies Need to Hire the Right People"

As companies grow, highly-trained and —5— employees become more and more important. Hiring the wrong type of employee can result in lost opportunities, —6— can cost the company a lot of money. The cost of hiring good employees is rising, with —7— fees paid to recruiting companies now reaching $15,000.00. When a company is able to hire a good, top-class employee, it can be expensive. —8— .

---

5. a) excite 
   b) experience 
   c) experiment 

6. a) who 
   b) when 
   c) where 
   d) which

7. a) advice 
   b) actually 
   c) average 
   d) advantage

---

**Reading 3**

To: Jeff Smith  
From: HR Management  
Date: November 27  
Time: 4:35 pm  
Subject: Year-end Bonus

Dear Jeff,

—9— . We are writing to inform you that your bonus will be $15,000, which is based on all of your current sales. Now, we need to start thinking about next year. So, the next step is to —10— a sales plan for next year and have it reviewed and approved by your manager. Your sales plan should outline your estimated sales targets —11— include actual figures from last year. Thank you again for all the great work that you’ve done this year. Our great success is because of our great staff and we are looking —12— to an even better year next year.

Sincerely,

HR Management

---

9. a) I'm afraid we've had a few problems.  
   b) I got your sales plan for next year.  
   c) Congratulations on having a great year.  
   d) Pleased to meet you.

10. a) make 
    b) put 
    c) pay 
    d) think

11. a) like 
    b) and 
    c) unless 
    d) despite

12. a) fear 
    b) final 
    c) favor 
    d) forward

---

**8 Let’s Talk! 1**

Work with a partner. Arrange the sentences to make a conversation.

1. Why did you leave your last job?  
2. Yes, I worked as a cook last summer.  
   1. Do you have any experience?  
   2. I left my job to go back to school.  
   3. I see. And why do you want to work here?

---

Now practice the conversations with your partner. Take turns.

**Extension**: Work with a partner. Look at the questions and answers below. Write in the missing words.

1. a) What did you do?  
   b) A: I was a store clerk.

2. a) Where did you work?  
   b) A: I worked at an outdoor sports store.

3. a) What do they sell?  
   b) A: They sell camping equipment.

4. a) How long did you work there?  
   b) A: I’ve worked there for 7 months.

5. a) Where is the store?  
   b) A: It’s near my school.

**Extension**: Work with a partner. Choose a job, then roleplay a job interview for that job.
Focus on Vocabulary 2

Look at the tables. Write in the missing nouns or verbs.

<table>
<thead>
<tr>
<th>Verb</th>
<th>Noun</th>
</tr>
</thead>
<tbody>
<tr>
<td>confirm</td>
<td>confirmation</td>
</tr>
<tr>
<td>interview</td>
<td>interview</td>
</tr>
<tr>
<td>identify</td>
<td>identification</td>
</tr>
<tr>
<td>decide</td>
<td>decision</td>
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</table>

<table>
<thead>
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</thead>
<tbody>
<tr>
<td>cancel</td>
<td>cancelation</td>
</tr>
<tr>
<td>recommend</td>
<td>recommendation</td>
</tr>
<tr>
<td>analyze</td>
<td>analysis</td>
</tr>
<tr>
<td>apply</td>
<td>application</td>
</tr>
</tbody>
</table>

7. What is the speaker advertising?
   A Jobs at a school
   B Training at a school
   C Careers at a school
   D Business at a school

8. What can listeners do at the Travel Academy?
   A Study about jobs in travel
   B Interview for a job at an airline
   C Book international flights and hotels
   D Get advice about hotels and airlines

9. Who might be interested in this?
   A Business people needing to travel
   B People working in travel and tourism
   C Tourists needing information
   D People wanting to change jobs

10. Where would you probably hear this message?
    A In a store
    B In a hotel
    C During an interview
    D On a voice message service

11. Why is the woman thanking the listener?
    A Because the woman got a job.
    B Because the woman had an interview.
    C Because the woman can take a vacation.
    D Because the woman enjoyed shopping.

12. What does the woman want?
    A She wants to get an interview at the store.
    B She wants Wendy to give her more information.
    C She wants to get a job and work with Wendy.
    D She wants to go on vacation with Wendy.

**Listening: Talks**

You will hear four short monologues. Read the questions. Choose the best answers.

1. What is the purpose of the announcement?
   A To cancel the fair
   B To discuss the rules
   C To announce a problem
   D To welcome visitors

2. Who is the woman speaking to?
   A People leaving the fair
   B People looking for work
   C People selling something
   D People studying for the fair

3. What does the woman recommend?
   A Try many samples
   B Buy several programs
   C Talk to many people
   D Make many friends

4. Why did the caller leave this message?
   A To send information about an interview
   B To cancel a previous appointment
   C To offer the person a new job
   D To give directions to 50 King Street

5. What does the person need to bring to the appointment?
   A A copy of this email
   B The more detailed job information
   C Two copies of identification
   D Her cell phone

6. Look at the graphic. What room should the person go to?
   A 201
   B 202
   C 203
   D 302

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    D She wants to go on vacation with Wendy.

**Pairwork 2**

Work with a partner. Student A, turn to the BOTTOM of page 129. Student B, turn to the BOTTOM of page 139.

**Reading: Incomplete Sentences**

Choose the word or phrase that best completes the sentence. Work as fast as you can.

1. I can _____ French, and also a little German.
   A talk
   B tell
   C say
   D speak

2. _____ is the new plant manager?
   A Who
   B What
   C Whose
   D What name

3. She can play both squash _____ tennis.
   A or
   B but
   C and
   D not

4. We can’t hire him _____ he hands in his resume today.
   A despite
   B unless
   C during
   D wherever

5. Can you take these files _____ the marketing division?
   A to
   B in
   C at
   D off

6. You work for this company, so please be _____.
   A professional
   B profession
   C profissional
   D professionally
7. I got my __________ license last year.
   a. drive
   b. driver
   c. driver’s

8. My last name is __________ “D-A-V-I-S”.
   a. spell
   b. spells
   c. spelled
   d. spelling

9. My job is to help __________ with analysis.
   a. his
   b. you
   c. she
   d. their

10. Where __________ Tokyo were you born?
    a. in
    b. at
    c. of
    d. from

11. All the __________ handed in their resumes yesterday.
    a. applications
    b. worker
    c. students
    d. employee

12. I haven’t finished the report yet, but it’s __________ done.
    a. nearly
    b. most
    c. much
    d. more

13. Please __________ out this application form.
    a. pen
    b. not
    c. fill
    d. address

14. I can’t come to the meeting, so I will be __________.
    a. afraid
    b. already
    c. action
    d. absent

15. She has a __________ attitude about her work.
    a. hope
    b. positive
    c. energy
    d. few

16. It’s really __________ to train people. I’m too shy for the job.
    a. hardly
    b. harden
    c. hard
    d. hardness

Focus on Grammar

Look at the sentences below. There are 5 correct and 5 incorrect sentences. If the sentence is correct, write a check (✓). If the sentence is incorrect, write an (✗) and then correct the mistake.

For example: ✓ He is an architect. ✗ He is not an engineer.

1. ✗ I don’t have __________ informations about it.
2. ✗ She got a part-time __________ yesterday.
3. ✓ Many people have applied for the __________.
4. ✓ When did he quit?
5. ✓ I heard about the job from a friend.
6. ✓ There are a lot of __________ opportunities right now.
7. ✗ What do you have computer __________?
8. ✓ It’s not a difficult __________.
9. ✗ He’s going to graduate of university next June.
10. ✗ They hired __________ me last year.
Paulie's Pizza staff wanted

On December 1st, a new Paulie's Pizza will open in the Elmira's Southbrook Mall. We are now hiring for all positions. We need managers, waiters, bartenders, kitchen workers, and office staff. Experience in the restaurant business is helpful, but not necessary. Send applications to Marion Mason at humanresources@pauliespizza.com

Paulie's Pizza Employment Application

Date: November 12th

Name: Erin Almonte
Address: 224 E. 63rd St. Elmira, New York 14903
Telephone #: 607-338-8872
Email: erinalmonte@snowbird.org
Date of birth: 11/15/1996
Position applied for: Server

Education

<table>
<thead>
<tr>
<th>Dates</th>
<th>School</th>
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<tbody>
<tr>
<td>2013</td>
<td>Upstate University</td>
</tr>
<tr>
<td>2010-13</td>
<td>Elmira High School</td>
</tr>
</tbody>
</table>

Experience

<table>
<thead>
<tr>
<th>Dates</th>
<th>Company</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/14</td>
<td>The Fashion House</td>
<td>Sales clerk</td>
</tr>
<tr>
<td>01/13 - 09/13</td>
<td>The Left Bank Restaurant</td>
<td>Server</td>
</tr>
<tr>
<td>09/11 - 12/12</td>
<td>Peterson's Department Store</td>
<td>Clerk</td>
</tr>
<tr>
<td>06/10 - 08/11</td>
<td>Almonte Plumbing Supply</td>
<td>Various</td>
</tr>
</tbody>
</table>

4. What job does Ms. Almonte hope to get?
   A. Server
   B. Manager
   C. Bartender
   D. Kitchen staff

5. Which of Ms. Almonte's past jobs will be the most useful at Paulie's Pizza?
   A. The Left Bank Restaurant
   B. Almonte Plumbing Supply
   C. Peterson's Department Store
   D. Upstate University Food Services

6. Which of these industries does Ms. Almonte NOT have work experience in?
   A. Sales
   B. Banking
   C. Restaurant industry
   D. Plumbing supply

7. How should Ms. Almonte apply for the job?
   A. She should send the application in by email.
   B. She should call Paulie's Pizza and ask for a job.
   C. She should visit her local Paulie's Pizza branch.
   D. She should take her application to the Southbrook Mall.

Let's Talk! 1

Answer the questions below.

Questions:          | You: | Your partner:
1. Are you good with computers? | | 
2. What computer software programs can you use? | | 
3. Are you good at fixing things? | | 
4. What part-time jobs have you had? | | 
5. What languages can you speak? | | 
6. Do you like talking to people? | | 
7. Are you good at math? | | 
8. Do you like to work outside? | | 
9. Do you have any licenses? | | 
10. Do you like to study and learn new things? | | 

Extension: Work with a partner. Ask your partner these questions. Write their answers down. What job do you think your partner would be good at?
Unit 5: Manufacturing

Section A

1 Warm-Up: Photographs

Look at the pictures below. Write some simple sentences to describe each picture.

1.

2.

3 Listening: Conversations

You will hear four short conversations. Read the questions. Choose the best answers.

[Listening 1]

1. How many people are working in the factory?
   A 4
   B 6
   C 16
   D 22

2. Which section has the most workers today?
   A There is no one working in shipping.
   B Production has more workers.
   C Shipping has more workers.
   D Both have the same number of workers.

3. What does the man tell the woman to do?
   A Move two workers from shipping to production
   B Move two workers from production to shipping
   C Move four workers from shipping to production
   D Move four workers from production to shipping

[Listening 2]

4. Who is the man?
   A A new worker
   B A trainee
   C A supervisor
   D A visitor

5. What will Sam do?
   A He will learn how to manage the workers.
   B He will learn how to operate the machinery.
   C He will teach the women to use the machine.
   D He will teach the man how to run the company.

6. What is most likely going to happen next?
   A The man will learn very quickly.
   B The man will follow the women.
   C The women will run very fast.
   D The women will meet their senior co-worker.

4 Focus on Vocabulary 1

Look at the words in the box. Write each word under the best category on the next page.

- inspect  
- repairman  
- worker  
- warehouse

- supervisor  
- spend  
- equipment  
- machine

- plant  
- officer  
- university  
- tool

- pay attention  
- factory  
- build  
- product

Work with a partner. Write two sentences using two words each from the above list.

1. ______________________________________________________

2. ______________________________________________________

Compare your sentences with another pair.
[Listening 3]
7. Why is the woman looking for Perry Tipton?
A She needs to ask him a question.
B She wants to replace Mr. Lemon.
C She wants to read the paper.
D She needs to give him some documents.

8. Who is the man?
A Mr. Tipton’s boss
B Mr. Tipton’s assistant
C The factory manager
D A visitor

9. Look at the graphic. What day is it today?
A Monday
B Tuesday
C Wednesday
D Thursday

Weekly Work Schedule: Starting Time

<table>
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<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager</td>
<td>7 am</td>
<td>9 am</td>
<td>9 am</td>
<td>off</td>
<td>7 am</td>
<td>8 am</td>
</tr>
<tr>
<td>Asst. Manager</td>
<td>9 am</td>
<td>off</td>
<td>7 am</td>
<td>9 am</td>
<td>9 am</td>
<td>8 am</td>
</tr>
</tbody>
</table>

[Listening 4]
10. What are the speakers talking about?
A A change in the design
B A problem with a printer
C A problem with a worker
D A change with the repair service

11. What does the woman tell the man to do?
A She tells him to fix the problem.
B She tells him to continue working.
C She tells him to visit the printing company.
D She tells him to turn off the machine.

12. What will the woman do?
A Tell the man how to fix the problem
B Repair the machine right away
C Call someone to repair the machine
D Ask the company to buy a new machine

[Listening 5]
Sounds can mix together. It was built las-chear. This year will be a goo-jear.

Example
This year will be a good year.

Listen and complete the sentences below.

1. Is that what you want?
2. Where did you put it?
3. She went to a good university.
4. Would you like to see the factory floor?
5. This is my first year here.

Listen again and circle where the sounds mix together. Check your answers with a partner.

[Listening 6]
You will hear a question or statement followed by three responses. Choose the best response to each question or statement.

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

4 Pairwork 1
Work with a partner. Student A, turn to the TOP of page 130. Student B, turn to the TOP of page 140.
7 Reading: Text Completion

Read the following. Choose the best answers. Work as fast as you can.

[Reading 1]

Summer vacation is coming. We want everyone —— 1. —— time with their family during the vacation. Of course, work must go on, so between June 1st and September 1st, no more —— 2. —— three workers per week can be on vacation. If you want to take time —— 3. ——, please tell your plant manager as soon as possible. The sooner you apply, the better your chances of getting the week that you want for your vacation. —— 4. ——.

1. ① enjoy
   ② to enjoy
   ③ is enjoying
   ④ are enjoying

2. ① thin
   ② then
   ③ that
   ④ than

3. ① of
   ② on
   ③ off
   ④ over

4. ① So, let’s all take our vacation together!
   ② Let’s have a great summer.
   ③ I’ll write back soon.
   ④ Many thanks for your suggestion.

[Reading 2]

Paul’s Bakery is always looking —— 5. —— good managers and production supervisors. Do you want to be considered for promotion? —— 6. ——. The class is free and will help you learn all the skills you —— 7. —— to be a good, effective manager. When you finish the course, you —— 8. —— more money and be able to build a career as a manager in the food industry.

5. ① at
   ② to
   ③ on
   ④ for

6. ① Then why not send your resume to us?
   ② Then why not take a part in our baking contest?
   ③ Then why not take a management training class?
   ④ Then why not learn how to bake great bread?

7. ① need
   ② have
   ③ work
   ④ take

8. ① earn
   ② earned
   ③ will earn
   ④ have earned

[Reading 3]

Recently, we have had too many orders returned by customers because of packaging problems, ——— 9. —— as damaged packages, missing labels or poor printing quality. ——— 10. ——. Every returned order ——— 11. —— costs us money, it costs us time too. That’s no way to run a business. We need to be more careful. Quality control is everyone’s job. Let’s stop these problems before they ——— 12. ——.

9. ① so
   ② say
   ③ such
   ④ some

10. ① This means our quality control is improving.
    ② This means we have to repack and ship the same order again.
    ③ This means we have to ask our sales reps to sell more products.
    ④ This means our customers are ordering more packages.

11. ① only
    ② not yet
    ③ not only
    ④ just only

12. ① happen
    ② occurring
    ③ happening
    ④ occurrence

8 Let’s Talk! 1

Look at the graphic. Answer the questions below.

**Company**  | **Products**  | **People**  | **Factory**  | **Head Office**  | **Founded**
-------------|--------------|-------------|--------------|------------------|----------
Lyra Manufacturing | printers | 593 | Mexico | Austin, U.S.A. | 1991
Virgo Heavy Industries | motorcycles | 938 | Vietnam | Paris, France | 1982
Corvus Automotive | cars | 1479 | India | New Delhi, India | 2011
Pegasus Industries | bicycles | 155 | Thailand | Vancouver, Canada | 2008
Orion Tech | computers | 408 | China | Shanghai | 2006
Carina Sound | stereos | 1276 | Taiwan | Taipei, Taiwan | 1986
Taurus Communications | cell phones | 1438 | Slovakia | Helsinki, Finland | 2002

1. What does Lyra Manufacturing make?
2. How many people work at Virgo Heavy Industries?
3. Where does Corvus Automotive make their cars?
4. What company makes cell phones?
5. When was Orion Tech founded?
6. Where is the head office of Taurus Communications?

**Extension:** Work with a partner. Look at the graphic. Ask your partner five questions each.
Section B

1 Focus on Vocabulary 2

Look at the words in the boxes. Write each word under the best category.

- recently
- wire
- to produce
- serious
- expensive
- tank
- to receive
- container
- to manufacture
- conference
- to experience
- carefully
- differently
- to experience
- to produce
- to continue
- to continue
- to receive
- to receive
- to experience
- to produce
- to experience
- recently
- expensive
- tank
- differently
- to receive
- to manufacture
- dangerous

Noun
wire
container
tank
conference
Verb
to produce
to continue
to receive
to manufacture
Adjective
expensive
dangerous
serious
different
Adverb
recently
carefully
differently
to experience

Work with a partner. Look at the words in the brackets. Change its part of speech to complete each sentence.

1. If an accident happens, call the manager immediately. (immediate)
2. We have many experienced workers at our factories. (experience)
3. Those boxes contain the replacements for the damaged materials. (container)
4. We need to get our new models on the production line by next week. (produce)
5. The biggest difference between these two machines is their running cost. (differently)

Check your answers with another pair.

2 Listening: Talks

You will hear four short monologues. Read the questions. Choose the best answers.

[Listening 1]
1. Why has the president decided to make a change?
   - Many new workers will be hired soon.
   - Managers make too much money now.
   - Too many workers are quitting their jobs.
   - Many people want to work at the factory.

2. What is the main point of this announcement?
   - Salaries at the factory will not change.
   - Factory workers will get more money.
   - More money will be spent on recruiting.
   - All workers will be promoted to manager.

3. How will the change affect managers?
   - It will not affect them at all.
   - Their salaries will go up 10%.
   - Their salaries will be cut 10%.
   - They will want to work for the company.

[Listening 2]
4. What does the Napa Hills company make?
   - Wine
   - Grape soda
   - Grape juice
   - Tanks for grapes

5. Where do the grapes come from?
   - They come from France.
   - They are brought from overseas.
   - They are grown near the company.
   - They come from different places.

6. Why are there many tanks?
   - The juice must be fresh.
   - The company makes many kinds of wine.
   - The company sells a lot of juice.
   - The juice is sold from the large tanks.

[Listening 3]
7. Look at the graphic. What room are they in?
   - Meeting Room 1
   - Meeting Room 2
   - Meeting Room 3
   - Meeting Room 4

8. When was the last serious accident?
   - This morning
   - Three days ago
   - Several months ago
   - More than three years ago

9. What should they do if they see something dangerous?
   - Continue working
   - Report it to their boss
   - Wear safety equipment
   - Talk about it at the meeting

[Listening 4]
10. What does Barton Manufacturing make?
    - Parts for cars
    - Electrical wires
    - New production lines
    - Training materials for cars

11. Why are they hiring new workers?
    - The factory will start building trucks.
    - Cars are becoming more expensive.
    - The factory is getting bigger.
    - Many experienced workers have quit.

12. What will the new workers do?
    - They will test drive new cars.
    - They will train the older workers.
    - They will produce new car designs.
    - They will be trained to work on the production line.

3 Pairwork 2

Work with a partner. Student A, turn to the BOTTOM of page 130. Student B, turn to the BOTTOM of page 140.
Choose the word or phrase that best completes the sentence. Work as fast as you can.

1. I went to the repair service to have this tool ______.        9. Where ______ the containers come from?
   a. check
   b. checking
   c. checked
   d. will check
   a. do
   b. does
   c. are
   d. is

2. We've never changed that part, not even ______.            10. There is a large lever ______ the red button.
   a. seldom
   b. once
   c. ever
   d. merely
   a. front
   b. next
   c. side
   d. beside

3. Don't leave any boxes ______.                              11. Most workers wear a ______ in the factory.
   a. back
   b. rear
   c. after
   d. behind
   a. clothes
   b. uniform
   c. glasses
   d. shoes

4. What's that ______? I didn't hear that yesterday.           12. Please answer the intercom ______ the lamp flashes, okay?
   a. tend
   b. noise
   c. sounds
   d. darkness
   a. during
   b. worth
   c. when
   d. except

5. Did they take ______ tools back to the repair room?         13. Can you bring some samples ______ you for the meeting?
   a. you
   b. him
   c. their
   d. me
   a. away
   b. with
   c. from
   d. to

6. How ______ production lines do we have?                    14. The biggest ______ between them is the running cost.
   a. many
   b. big
   c. much
   d. long
   a. differ
   b. different
   c. differentiate
   d. difference

7. Could you pass me the hammer ______ some nails?            15. Do you have a ______ for relocating our warehouse?
   a. but
   b. and
   c. nor
   d. both
   a. suggest
   b. suggestion
   c. suggestive
   d. suggestively

8. ______ is your supervisor's name?                           16. Our ______ is getting low. Can you place an order?
   a. Whose
   b. Who
   c. What
   d. Whom
   a. stack
   b. stock
   c. stick
   d. stick

---

Look at the sentences below. There are 5 correct and 5 incorrect sentences. If the sentence is correct, write a check (√). If the sentence is incorrect, write an (×) and then correct the mistake.

For example:  
√ He is an architect.  
× He not an engineer.

1. (    ) The factory closes at 10 pm on weekends.  6. (    ) He works late almost every night.
2. (    ) I read the production report last week.    7. (    ) I want here for ten years.
3. (    ) You need to pay attention your work.      8. (    ) I met him tomorrow.
4. (    ) I have finished that last week.            9. (    ) Have you finished that job yet?
5. (    ) What time will you leave the office today? 10. (    ) I've busy recently.
Quality Control Systems Conference

Friday
5:00 PM Registration and Welcome Cocktail Hotel lobby
6:00 PM Dinner the Bistro Restaurant

Saturday
9:00 AM Breakfast Buffet Orion Banquet Hall
10:00 AM Opening Speaker - Diane Becker Grand Auditorium
'Quality Management and Quality Control' 'Fast Production and Better QC'
12:00 PM Lunch the Bistro Restaurant
1:00 PM Afternoon Speaker - Porter Andrews Grand Auditorium
'Production and Quality Control' 'Faster Production and Better QC'
3:00 PM Association Officers Meeting Executive Meeting Room
5:00 PM Dinner Speaker - Marion Kiley Orion Banquet Hall
'Improving Production Times' 'Improving Production Times'
8:00 PM Cocktail Hour Sky Lounge

Sunday
8:00 AM Breakfast Buffet Orion Banquet Hall
10:00 AM Final Speaker - Sharron Gleis, QCS President Grand Auditorium
'A New Model for QC'

To: daniel.brown@abxmanu.com
CC: ratorranc@intermanufacturing.biz

Subject: Let's get together at the QCS Conference
Received: 09/24 7:13:38
From: d.becker@intermanufacturing.biz

Dear Daniel,

Long time, no see. How are you? I saw your name on the QCS Conference guest list. I got in touch with Rick, and we are hoping to see you there. It's been a while since we all worked at BFA Industries.

What are your plans for the conference? Rick will be arriving late Saturday morning. We are going to have lunch together. Maybe all three of us can sit together at dinner Saturday night? That's in the large Orion Banquet Hall.

At any rate, I'm glad you'll be going to the QCS conference. It's a great opportunity to meet people and discuss all these issues.

Looking forward to see you then.

Diane

5. What is QCS?
A manufacturing industry group
The hotel being used for the conference
A magazine for conferences
The name of Rick's company

6. What do the QCS members do?
They analyze math problems together.
They attend conferences in many locations.
They publish the Better Manufacturing magazine.
They discuss how to improve manufacturing.

7. How do Diane and Daniel know each other?
They are working at the same company.
They organized this conference together.
They are both BFA industries customers.
They used to work together.

8. Who are texting?
Daniel and Rick
Rick and Diane
Diane and Daniel
Daniel, Rick and Diane

9. What will probably happen next?
Daniel, Diane and Rick will have dinner together.
Diane will give her presentation.
Rick will have lunch with Diane.
Daniel will wait for Rick and Diane at the Bistro.

Let's Talk! 2

Look at the graphic. Look at the questions and answers below. Write in the missing words.

<table>
<thead>
<tr>
<th>Company</th>
<th>Products</th>
<th>CEO</th>
<th>Factory Size</th>
<th>Production</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lyra Manufacturing</td>
<td>printers</td>
<td>Mr. Michael Harris</td>
<td>20,385 m²</td>
<td>1550 / day</td>
</tr>
<tr>
<td>Virgo Heavy Industries</td>
<td>motorcycles</td>
<td>Mr. Pierre Thomas</td>
<td>52,065 m²</td>
<td>3,450 / day</td>
</tr>
<tr>
<td>Corvus Automotive</td>
<td>cars</td>
<td>Mr. Amit Kumar</td>
<td>65,860 m²</td>
<td>580 / day</td>
</tr>
<tr>
<td>Pegasus Industries</td>
<td>bicycles</td>
<td>Ms. Emma Wood</td>
<td>68,220 m²</td>
<td>6,700 / day</td>
</tr>
<tr>
<td>Orion Tech</td>
<td>computers</td>
<td>Mr. Jack Chen</td>
<td>38,890 m²</td>
<td>1,100 / day</td>
</tr>
<tr>
<td>Carina Sound</td>
<td>stereos</td>
<td>Mr. Kevin Li</td>
<td>62,460 m²</td>
<td>5,170 / day</td>
</tr>
<tr>
<td>Taurus Communications</td>
<td>cell phones</td>
<td>Ms. Anna Laine</td>
<td>65,910 m²</td>
<td>9,500 / day</td>
</tr>
</tbody>
</table>

1. Q: How many printers does Lyra Manufacturing make a day?
A: Lyra Manufacturing makes 1,550 printers a day.

2. Q: How big is Virgo Heavy Industries' factory?
A: Virgo Heavy Industries' factory is 52,065m².

3. Q: Who is the CEO of Pegasus Industries?
A: The CEO of Pegasus Industries is Ms. Emma Wood.

Extension: Work with a partner. Look at the graphic. Ask your partner five questions each.
Unit 6: Office Technology

Section A

1 Warm-Up: Photographs

Look at the pictures below. Write some simple sentences to describe each picture.

1. [Picture 1]
2. [Picture 2]

2 Focus on Vocabulary 1

Make sentences by matching the words on the left with the words on the right.

- Please turn in your files once a month. You don’t want to lose any data.
- You can log off all the lights when you leave. Let’s save electricity!
- Can you fill out of copy paper. Can you order more?
- Don’t forget to back in this form? I need your name and address.
- We’ve run on to the network by using your email address and password.

3 Listening: Conversations

You will hear four short conversations. Read the questions. Choose the best answers.

[Listening 1]

1. What problem are the speakers discussing?
   - A. The newspaper arrived late.
   - B. The copy machine is broken.
   - C. The man doesn’t know how to run the machine.
   - D. There is no paper in the office copier.

2. What probably is true about the man?
   - A. The man is a new employee.
   - B. He doesn’t work in the office.
   - C. He is showing her how to use the printer.
   - D. He is the repairman.

3. What will the woman do?
   - A. She will copy the papers for the man.
   - B. She will put more paper in the machine.
   - C. She will take the man to the copy machine.
   - D. She will show the man where to find the paper.

[Listening 2]

4. What problem is the woman talking about?
   - A. She can’t find her handouts.
   - B. Her computer isn’t working.
   - C. She is late for a meeting.
   - D. The printer is not working.

5. What does the man say about the problem?
   - A. He is fixing it now.
   - B. His handouts need to be fixed.
   - C. He doesn’t know what’s wrong.
   - D. He will look at it after the meeting.

6. Why is the woman in a hurry?
   - A. She has to print some documents.
   - B. She needs to prepare for a meeting.
   - C. She has to cancel her appointment.
   - D. She is late for her seminar.

[Listening 3]

7. What is the woman’s problem?
   - A. She can’t access the internet.
   - B. She can’t start her computer.
   - C. The printer is not working.
   - D. She doesn’t have a password.

8. What is probably true about the problem?
   - A. It is new to all three of them.
   - B. It is new to the woman, but not to the men.
   - C. It is new to the men, but not to the woman.
   - D. It is a usual thing for all three of them.

9. What will the woman probably do next?
   - A. Call someone for help
   - B. Restart her computer
   - C. Go to work
   - D. Check the wifi

[Listening 4]

10. What problem is the woman talking about?
    - A. It is very hot in the office.
    - B. It is very cold in the office.
    - C. The winter weather is very bad.
    - D. The air conditioner isn’t working.

11. Why can’t they solve the problem?
    - A. There is no one in the office.
    - B. They don’t want to go outside.
    - C. The windows and doors are open.
    - D. They can’t control the temperature.

12. What does the man suggest the woman do?
    - A. Put on warmer clothes
    - B. Lower the temperature
    - C. Move to another office
    - D. Talk to their supervisor
4 Pairwork 1
Work with a partner. Student A, turn to the TOP of page 131. Student B, turn to the TOP of page 141.

5 Listening: Phonology

People stress important words.

Example

Can you help me?

Track 32

Listen and complete the sentences below.

1. How do you do that?
2. The copy paper is in the cabinet.
3. I forgot my password.
4. Don't forget to save your work.
5. I need to buy a new cell phone.

Check your answers with a partner.

6 Listening: Question-Response

Track 33

You will hear a question or statement followed by three responses. Choose the best response to each question or statement.

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

7 Reading: Text Completion

Read the following. Choose the best answers. Work as fast as you can.

[Reading 1]

To replace the copier toner cartridge

First, turn off the power and 1. the front panel. Then grab the cartridge handle, twist to the right and pull the cartridge 2. Insert the new toner cartridge and push 3. you hear a "click". Then, twist to the left. 4. .

1. A up
2. B on
3. C over
4. D wait
5. A open
6. B time
7. C under
8. D until

[Reading 2]

1. A finally
2. B closed
3. B close
4. C close
5. B turn
6. A turn
7. A open
8. A repair
9. A need
10. A save
Section B

1 Focus on Vocabulary 2

Look at the tables below. Write in the missing word forms.

<table>
<thead>
<tr>
<th>Noun</th>
<th>Verb</th>
</tr>
</thead>
<tbody>
<tr>
<td>wear</td>
<td>wear</td>
</tr>
<tr>
<td>operation</td>
<td>operate</td>
</tr>
<tr>
<td>support</td>
<td>support</td>
</tr>
<tr>
<td>supply</td>
<td>supply</td>
</tr>
<tr>
<td>suggestion</td>
<td>suggest</td>
</tr>
<tr>
<td>security</td>
<td>secure</td>
</tr>
<tr>
<td>break</td>
<td>break</td>
</tr>
<tr>
<td>installation</td>
<td>install</td>
</tr>
</tbody>
</table>

2 Listening: Talks

You will hear four short monologues. Read the questions. Choose the best answers.

[Listening 1]

1. How can the people use the internet today?
   - They can use the usual network.
   - They can borrow a cable to connect.
   - They can connect to the main server.
   - They can use a temporary wifi network.

2. Look at the graphic. What will the user need to log on?
   - [1]
   - [2]
   - [3]
   - [4]

3. When can people use the normal network?
   - This afternoon
   - Tomorrow
   - Next week
   - Immediately

[Listening 2]

4. When would a listener hear this announcement?
   - When they call the Skylink office
   - When they are watching television
   - When they are talking to the Sales Department
   - When they are waiting in the Skylink lobby

5. How can a listener talk to the operator?
   - By calling another number
   - By pressing the “0” button
   - By saying the word “operator”
   - By waiting for someone to answer

6. What should people press if the service isn’t working?
   - 1
   - 2
   - 3
   - 4

Go on to the next page
[Listening 3]
7. Why was the security system changed?
A The company has a new CEO.
B The security staff was promoted.
C The office has moved to a new location.
D There were some security problems before.

8. Which of these do people NOT need their ID cards for?
A Make copies
B Make coffee
C Open doors to the office
D Get in and out of the building

9. What should people do if they lose their ID card?
A They should look for their card in the office.
B They should contact their supervisor.
C They should report it to the security staff.
D They should make a new ID card.

[Listening 4]
10. Who is the man most likely speaking to?
A New managers
B New employees
C Corporate executives
D Long-time customers

11. Why was the security system changed?
A To increase efficiency.
B To reduce costs.
C To improve security.
D To enhance productivity.

12. How can people change their email passwords?
A By asking the technical support staff to change it
B By changing the password on the application
C By using a different network password
D By choosing their own password

13. Can you help me out with the new software?
A possibly
B positive
C previously
D particular

14. We could ______ this by now if we had the spare part.
A fixed
B been fixed
C have fixed
D had fixed

15. The service tech ______ comes in every second Monday.
A monthly
B typical
C occasional
D regularly

16. The cost includes the ______ and also all future upgrades.
A install
B installing
C installation
D installment

3 Pairwork 2
Work with a partner. Student A, turn to the BOTTOM of page 131. Student B, turn to the BOTTOM of page 141.

4 Reading: Incomplete Sentences
Choose the word or phrase that best completes the sentence. Work as fast as you can.

1. It’s ______ of the printer.
   A behind
   B next
   C in front
   D under

2. My laptop is not ______ well today.
   A run
   B runs
   C ran
   D running

3. He should be able to solve ______ problems.
   A us
   B our
   C they
   D them

4. It’s too slow. We should talk to the machine ______.
   A occupation
   B occupier
   C opener
   D operator

5. They couldn’t ______ the printer, so we bought a new one.
   A fix
   B bear
   C repay
   D hand

6. ______ did you put the operation manual?
   A Who
   B Which
   C Where
   D What

7. The machine is ______ damaged. We can’t repair it.
   A badly
   B supply
   C strongly
   D bully

8. Please put the tools away ______ you finish.
   A by
   B during
   C since
   D when

9. We lost not only the printer ______ also the projector.
   A and
   B or
   C but
   D nor

10. Sorry, I’m ______ for the delay fixing the problem.
    A responsible
    B responsibility
    C response
    D responsibly

11. I asked them to purchase three new ______.
    A programs
    B system
    C crisis
    D software

12. I asked the team to come ______ to the office today.
    A off
    B in
    C at
    D about

5 Focus on Grammar
Look at the sentences below. There are 5 correct and 5 incorrect sentences. If the sentence is correct, write a check (✓). If the sentence is incorrect, write an (✗) and then correct the mistake.

For example:
✓ He is an architect.
✗ He not an engineer.

1. (✗) Are these your keys?
2. (✗) They not know the new passwords.
3. (✗) I’m looking for my stapler. Have you seen it?
4. (✓) I backed up all my files yesterday.
5. (✓) Is the wi-fi network working?

6. (✗) Did you log on your computer?
7. (✓) Please make your own user name.
8. (✗) I’m afraid we ran out of copy paper.
9. (✓) The door automatically locks.
10. (✗) What can you use software programs?
Reading: Comprehension

Read the following. Choose the best answers. Work as fast as you can.

[Reading 1]

1. What does Nancy ask Pierre to do?
   - [A] Make some sales every day
   - [B] Take some money to the bank
   - [C] Count how many customers have
   - [D] Get a bank deposit bag from the bank

2. Where should Pierre put the bag?
   - [A] In the deposit box
   - [B] In the trunk of his car
   - [C] In the back of the store
   - [D] In the bottom of a shoe box

3. How many times should Pierre count the cash?
   - [A] None
   - [B] One time
   - [C] Two times
   - [D] Three times

4. What will Nancy do tonight?
   - [A] She will eat dinner with Pierre.
   - [B] She will meet with a bank executive.
   - [C] She will go out of town for business.
   - [D] She will go out with her friend.

5. Look at the positions of the numbers \([1\), \([2\), \([3\) and \([4\). Where can the following sentence be added?
   
   “Put the cash and the deposit form into the bank bag.”
   
   \[1\] \[2\] \[3\] \[4\]

[Reading 2]

To use the conference room presentation display system:

1. Plug the video cable and the audio cable in to your computer.
2. Turn on the power to your computer.
3. Turn on the monitor display with the remote control. (In the tray below the monitor)
4. Select “Computer” on the remote control unit.
5. Make sure your computer is set to “duplicate display”.

When you are finished, please turn off all electronics, and leave the conference room clean and prepared for the next user.

IT Department
Unit 7: Purchasing

Section A

1 Warm-Up: Photographs

Look at the pictures below. Write some simple sentences to describe each picture.

Look at the pictures again. You will hear four statements for each picture. Choose the statement that best describes what you see in the picture.

2 Focus on Vocabulary 1

Match the words on the left with the meaning on the right.

- shipment: a document that shows how much was paid for goods that were purchased
- to pay: to give money for goods or services
- to delay: to take longer than you thought, to make something late
- estimate: to take longer than you thought, to make something late
- invoice: a document that shows how much goods or services will cost
- receipt: a document that shows how much was paid for goods that were purchased
- packing list: goods that are being sent from a company to a customer
- pack: a small package in which small things are sold

3 Listening: Conversations

You will hear four short conversations. Read the questions. Choose the best answers.

[Listening 1]
1. What does the woman want from the man?
   - A receipt
   - An invoice
   - A packing slip
   - A sales report

2. What did the man give her?
   - A receipt and an invoice
   - A receipt and a packing slip
   - An invoice and a packing slip
   - A sales report and a receipt

3. What does the woman NOT need?
   - A receipt
   - An invoice
   - A packing slip
   - A purchase order

[Listening 2]
4. What is no longer in stock?
   - Colored paper
   - Pens
   - Cards
   - Envelopes

5. What kind of pens does the woman want?
   - The colored pens
   - The pens that her company usually buys
   - The pens on sale
   - The pens for the accounting department

6. What will the woman likely do next?
   - Decide if ten packs of pens are enough
   - Ask the man for more colored paper
   - Ask to pay with her company account
   - Give the man her credit card number
7. What does the woman ask the man to do?
A. To put a bike on her car
B. To show her some bicycles
C. To help her lose some weight
D. To deliver the car to her house

8. What is the man going to do next?
A. He will get a light.
B. He will look at her car.
C. He will get a catalogue.
D. He will let her ride a bicycle.

9. Look at the table. Which model will the woman probably get?

<table>
<thead>
<tr>
<th>Model</th>
<th>Weight</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>AF-21</td>
<td>9.5 kg</td>
<td>$1,250.00</td>
</tr>
<tr>
<td>AG-21</td>
<td>10.3 kg</td>
<td>$1,120.00</td>
</tr>
<tr>
<td>TR-X2</td>
<td>14.6 kg</td>
<td>$950.60</td>
</tr>
<tr>
<td>FT-22</td>
<td>15.0 kg</td>
<td>$795.50</td>
</tr>
</tbody>
</table>

10. What is the main point of the conversation?
A. New management at the factory
B. The shipping schedule from the factory
C. A problem with a customer
D. A phone call from the factory

11. What did the factory say?
A. Friday is too late.
B. They want to work on Thursday.
C. The shipment won't be on time.
D. It should arrive on Wednesday.

12. What seems to be a problem?
A. Shipments from the factory often get lost.
B. Shipments from the factory are often late.
C. Shipments from the factory are often wrong.
D. Shipments from the factory cost too much.

4 Pairwork 1
Work with a partner. Student A, turn to the TOP of page 132. Student B, turn to the TOP of page 142.

5 Listening: Phonology
Words can link together.

Example

Listen and complete the sentences below.

1. I think it should arrive on Friday.
2. I need a box of envelopes.
3. I'm afraid we're sold out of that.
4. It's a little expensive.
5. I need an invoice.

Listen again and draw an arrow (→) where the sounds link together. Check your answers with a partner.
FROM: The Dirt Devil Sales Team  
TO: Shengwu Lee  
SUBJECT: Your Dirt Devil  
DATE: June 21

Dear Mr. Lee,

Thank you for ordering a Dirt Devil vacuum cleaner. We appreciate your business. It should be delivered to your door in 5-10 business days. Please check our website for an exact date of delivery. If you can also call our 24-hour hotline at 1-888-000-8080. We hope you enjoy your new Dirt Devil! Please keep in that we offer a full refund or a replacement you are unhappy with your order in any way. Thanks again for making a great choice.

Sincerely,
The Dirt Devil Sales Team

5. You can purchase the Dirt Devil from our online store.  
6. If it’s not too much trouble, can you send us the invoice?  
7. We shipped your vacuum cleaner today.  
8. We know you make great vacuum cleaners.

FROM: Stacey Kim  
TO: Baby Genius Company  
SUBJECT: Excellent Language Learning Product  
DATE: July 18

Hi!

I just wanted to say a huge thank you for creating such a wonderful product. I bought the language DVD — my son when he was only 22 months old and it is the best thing I’ve ever got for him! He — it every day and he loves it. You can almost see him learning. He’s even starting to say a few words now! — for some kind of English DVD for my son to be able to learn English for a long time, but most weren’t so good. So, I was very happy to find your DVD at a local store. We live in Italy, and I want him to speak both Italian and English. This DVD is perfect as he can watch the DVD and listen to proper pronunciation.

Sincerely,
The Dirt Devil Sales Team

1. by  
2. for  
3. along  
4. over  
5. mind  
6. store  
7. sale  
8. order  
9. watch  
10. watched  
11. is watching  
12. Keep up the good work!

### Let’s Talk! 1

Look at the graphic. Answer the questions below.

<table>
<thead>
<tr>
<th>Coffee</th>
<th>Product Code</th>
<th>Suggested Retail Price</th>
<th>Minimum purchase</th>
<th>Wholesale price</th>
<th>Tax per kg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kenyan premium</td>
<td>KNP0-3</td>
<td>$6.88 / 100 grams</td>
<td>2 kgs</td>
<td>$21.80 / kg</td>
<td>$2.18</td>
</tr>
<tr>
<td>Kenyan AA</td>
<td>KNAA-3</td>
<td>$4.80 / 100 grams</td>
<td>5 kgs</td>
<td>$15.20 / kg</td>
<td>$1.52</td>
</tr>
<tr>
<td>Tanzanian Kilimanjaro</td>
<td>TZAA-5</td>
<td>$7.45 / 100 grams</td>
<td>2 kgs</td>
<td>$23.50 / kg</td>
<td>$2.35</td>
</tr>
<tr>
<td>Tanzanian AA coffee</td>
<td>TZAB-2</td>
<td>$5.40 / 100 grams</td>
<td>5 kgs</td>
<td>$17.00 / kg</td>
<td>$1.70</td>
</tr>
<tr>
<td>Sumatran espresso</td>
<td>SMEE-1</td>
<td>$4.88 / 100 grams</td>
<td>3 kgs</td>
<td>$15.40 / kg</td>
<td>$1.54</td>
</tr>
<tr>
<td>Sumatran AA coffee</td>
<td>SMAA-8</td>
<td>$4.50 / 100 grams</td>
<td>10 kgs</td>
<td>$12.20 / kg</td>
<td>$1.22</td>
</tr>
</tbody>
</table>

1. What’s the suggested retail price for Kenyan AA coffee? $4.80/100g
2. What’s the minimum purchases for Tanzanian AA coffee? 5 kg
3. What’s the product code for Sumatran AA coffee? SMAA-8
4. What’s the wholesale price for Sumatran espresso? $15.40/kg
5. What’s the cheapest coffee? $2.35/kg
6. How much is the tax on the Tanzanian Kilimanjaro coffee? $2.35/kg

Extension: Work with a partner. Look at the graphic. Ask your partner five questions each.
Section B

Focus on Vocabulary 2

Connect the words on the left with the words on the right. Then use these expressions to complete the sentences.

1. We have a __________ of personal computers.
2. Winter jackets are __________ until next Friday.
3. The __________ is $124.99.
4. You can buy three for the price of four and __________.

These should be the other way around.

Listening: Talks

You will hear four short monologues. Read the questions. Choose the best answers.

Track 39

[Listening 1]

1. Where would you hear this announcement?
   A clothing store
   B A hardware store
   C A beauty salon
   D A barber shop

2. How much will a sweater cost today?
   A $40.00
   B $45.00
   C $50.00
   D $60.00

3. When will the jeans be regular price?
   A Today
   B After the weekend
   C Tomorrow
   D Until Monday

[Listening 2]

4. What was the message to Don Taylor probably about?
   A To complain about taking too long to cut the grass
   B To complain that the side walk wasn’t clean
   C To ask him how much the cost was
   D To ask him when he can come to do the job

5. How much was the grass cutting?
   A $30.00
   B $60.00
   C $120.00
   D $150.00

6. What should the person do if they have a question?
   A Send the gardener an email
   B Wait for the gardener to call
   C Ask the gardener to send the bill
   D Call the gardener again

[Listening 3]

7. Where would you probably hear this?
   A In a post office
   B At a travel agent
   C At an office supply store
   D At a train station

8. When will the first package be delivered?
   A By Friday
   B The same day
   C Over the weekend
   D The next day

9. Look at the chart. How much does the third package probably weigh?
   A 450 gram
   B 750 gram
   C 1.2 kilogram
   D 2.3 kilogram

[Listening 4]

10. Where would you likely hear this announcement?
    A At the back of a school
    B In a classroom
    C In a teacher’s meeting room
    D In a shop

11. How much money can people save?
    A $5.00
    B $10.00
    C $12.00
    D $15.00

12. Who are the goods for?
    A Students starting elementary school
    B Teachers at elementary school
    C Students starting third grade
    D All students anywhere

Weight (kg) | First Class | Overnight Ex.
------------|------------|---------------
under 0.5 kg | $8.76      | $20.15        
0.5 kg - 1 kg | $9.32      | $25.48        
up to 2 kg   | $10.97     | $30.40        
up to 4 kg   | $12.54     | $45.21        

Pairwork 2

Work with a partner. Student A, turn to the BOTTOM of page 132. Student B, turn to the BOTTOM of page 142.
4 Reading: Incomplete Sentences

Choose the word or phrase that best completes the sentence. Work as fast as you can.

1. I have to _______ up my laundry at the dry cleaners.
   - get
   - pick
   - send
   - go

2. Please check the numbers _______ the packing list.
   - as
   - at
   - on
   - via

3. I’m afraid the card reader is out _______ order.
   - of
   - in
   - from

4. This is damaged. We need to _______ it.
   - supply
   - replace
   - order
   - reduce

5. When is the new model _______ in?
   - come
   - comes
   - came
   - coming

6. We visit our customers _______.
   - relate
   - remain
   - regularly
   - responsible

7. Our sales manager is a very _______ person.
   - series
   - serious
   - seriousness
   - seriously

8. How would you like to pay, cash _______ debit card?
   - nor
   - either
   - or
   - and

9. They made a special order for _______.
   - they
   - I
   - his
   - her

10. I don’t know _______ I can give this order to.
     - who
     - what
     - when
     - whose

11. They are planning to _______ three new projectors.
    - of
    - a
    - purchase
    - perform

12. We need to send the order today, _______ they will cancel.
    - however
    - otherwise
    - unless
    - while

13. Can you send me a price _______ with next year’s prices?
    - care
    - list
    - source
    - stock

14. She got that computer _______, maybe last month.
    - commonly
    - likely
    - recently
    - usually

15. They have _______ colors and styles.
    - various
    - many
    - much
    - very

16. Those shoes are really _______ right now.
    - process
    - promise
    - prove
    - popular

5 Focus on Grammar

Look at the sentences below. There are 5 correct and 5 incorrect sentences. If the sentence is correct, write a check (✓). If the sentence is incorrect, write an (✗) and then correct the mistake.

For example:  ✓ He is an architect.  ✗ He not an engineer.

1. Winter jackets are on sale this weekend.
   - at

2. The store opens to 9:30 am.
   - by

3. The blue one is _______ than the red one.
   - cheaper

4. I put the invoice on your desk.
   - to

5. How much will the shipping cost?
   - by

6. The people who bought it were very happy.
   - (✓)

7. We need buy more pencils.
   - ✗ (We need to buy)

8. You need to pay this by the end of the month.
   - by

9. How much will the shipping cost?
   - by

10. Did you check _______ at the packing list?
    - ✗ (Did you check it)

6 Reading: Comprehension

Read the following. Choose the best answers. Work as fast as you can.

[Reading 1]

1. On which floor would you most likely find a suit for a man?
   - 2 F
   - 4 F
   - 6 F
   - RF

2. How many floors of the store sell clothes for women?
   - 3
   - 4
   - 5
   - 6

3. If you need money, where should you go?
   - B1
   - 4 F
   - 6 F
   - RF

4. If you are having lunch, where is the nearest washroom that you can use?
   - B1
   - 4 F
   - 6 F
   - RF

5. Is tax included in the price?
   - ✗ (Yes)

6. The people who bought it were very happy.
   - ✗ (They are)

7. We need buy more pencils.
   - ✗ (We need to buy)

8. You need to pay this by the end of the month.
   - ✗ (You need to pay this)

9. How much will the shipping cost?
   - ✗ (How much is the shipping)

10. Did you check _______ at the packing list?
    - ✗ (Did you check it)

Focus on Grammar

Look at the sentences below. There are 5 correct and 5 incorrect sentences. If the sentence is correct, write a check (✓). If the sentence is incorrect, write an (✗) and then correct the mistake.

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   - by

9. How much will the shipping cost?
   - by

10. Did you check _______ at the packing list?
    - ✗ (Did you check it)

Focus on Grammar

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   - at

2. The store opens to 9:30 am.
   - by

3. The blue one is _______ than the red one.
   - cheaper

4. I put the invoice on your desk.
   - to

5. How much will the shipping cost?
   - by

6. The people who bought it were very happy.
   - (✓)

7. We need buy more pencils.
   - ✗ (We need to buy)

8. You need to pay this by the end of the month.
   - by

9. How much will the shipping cost?
   - by

10. Did you check _______ at the packing list?
    - ✗ (Did you check it)
ABAX Promotional Supplies
1267 Market Street, Fremont, CA, 94514
1-877-555-2229

PACKING LIST

Date: June 19th
Order No.: DV4-6541

<table>
<thead>
<tr>
<th>Bill To</th>
<th>Ship To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ocean Tours</td>
<td>Ocean Tours</td>
</tr>
<tr>
<td>1583 Marine Drive, San Diego, CA 92130</td>
<td>1232 South Blvd, Los Angeles, CA 90101</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Description</th>
<th>Unit Price</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>144</td>
<td>Value White Coffee Mug (with logo)</td>
<td>$1.35</td>
<td>$194.40</td>
</tr>
<tr>
<td></td>
<td>Set-up charge</td>
<td>$55.00</td>
<td>$55.00</td>
</tr>
<tr>
<td>2,000</td>
<td>Stylus Promotional Pens - Blue (with logo)</td>
<td>$0.39</td>
<td>$780.00</td>
</tr>
<tr>
<td></td>
<td>Set-up charge</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>144</td>
<td>EZ Laptop Soft Brief Bag - Blue (with logo)</td>
<td>$7.69</td>
<td>$1,107.36</td>
</tr>
<tr>
<td></td>
<td>Set-up charge</td>
<td>$50.00</td>
<td>$50.00</td>
</tr>
</tbody>
</table>

Note: No set-up charge on all orders with over 500 items

Sub-Total: $2,186.76
Tax (7.5%): $164.00
Total: $2,350.76

5. How many coffee mugs are missing?
   144
   132
   9
   12

6. How are these mugs going to be used?
   • They want to sell them.
   • They use them on the tours.
   • They want to give them away.
   • They are presents for the staff.

7. Who ordered these items?
   • ABAX Promotional Supplies
   • Ocean Tours
   • Terry Phillips
   • Destination California

8. Why is there no set-up charge for the pens?
   • There is no set-up charge for pens.
   • Mark Upshaw is a good customer.
   • They ordered many pens, so it was free.
   • Terry made a mistake.

9. Where should the invoice be sent?
   • Fremont, California
   • San Diego, California
   • Los Angeles, California
   • California Destinations

10. When should Terry ship the missing mugs?
    • As soon as possible
    • After payment is made
    • Next Friday
    • June 19th

---

To: terry.phillips@abaxpromosupplies.com
From: mark@oceantours.biz
Re: Missing goods in last shipment DV4-6541

Dear Terry,

We just received our latest shipment from you, order number DV4-6541. Unfortunately, one box of mugs was missing. We only received 132. Is there another box coming at a later time? Could you check this for me?

All the other goods arrived in good shape, just the mugs were short. We want to give these to people at the Destination California Tourism Event. This event starts next Friday, which is only 9 days from now. If you could take care of this right away and send the rest of the mugs to me ASAP, it would be greatly appreciated.

Mark Upshaw

---

Get Ready: Work in groups. Look at the following steps for purchasing goods for a company. Put them in order.

1. Get estimates from a few different suppliers.
2. Compare the prices on the different estimates.
3. Select the supplier.
4. Order the goods (give the supplier a purchase order).
5. Receive the products and check the packing slip.
6. Get the invoice and check it with the packing slip.

Let’s Talk: Now, close your books and describe how to purchase goods for a company.
Unit 8: Health Care

Section A

1 Warm-Up: Photographs

Look at the pictures below. Write some simple sentences to describe each picture.

[Picture 1] 1 2 3 4

[Picture 2] 1 2 3 4

2 Focus on Vocabulary 1

Look at the words in the box. Write each word under the best category on the next page.

- patient
- thin
- appointment
- to contact
- insurance
- basically
- assistant
- alcohol
- effective
- immediately
- allergy
- to notice
- regular
- to weigh
- tired
- to report

Focus on Vocabulary

Noun

Verb

Adjective

Adverb

patient

to contact

thin

basically

appointment

to notice

effective

immediately

insurance

to weigh

regular

assistant

to report

tired

alcohol

allergy

to notice

immediately

to report

Go on to the next page
7. What is the main topic of the conversation?
   A Signed books
   B Postage stamps
   C Signed photos
   D Insurance documents

8. Why didn’t the woman send the forms?
   A She wasn’t in the office yesterday.
   B She needed an address from the man.
   C She was waiting for the man’s signature.
   D She didn’t have time to go to the post office.

9. What will the woman do soon?
   A She will find the documents.
   B She will sign the documents.
   C She will send the documents.
   D She will deliver the documents.

4. Pairwork 1
   Work with a partner. Student A, turn to the TOP of page 133. Student B, turn to the TOP of page 143.

5. Listening: Phonology
   Sounds can disappear.
   Example  No, not yet.  No, no/ye.
   1. I need to lose some weight.  I need to lose ______.
   2. I don’t know.  I don’t ______.
   3. Did you tell them?  Did you ______?
   4. He doesn’t like his dentist.  He doesn’t like his ______.
   5. Don’t forget to take your medicine.  Don’t ______ to take your medicine.

6. Listening: Question-Response
   You will hear a question or statement followed by three responses. Choose the best response to each question or statement.
   1. A  B  C
   2. A  B  C
   3. A  B  C
   4. A  B  C
   5. A  B  C
   6. A  B  C
   7. A  B  C
   8. A  B  C
   9. A  B  C
   10. A  B  C

7. Reading: Text Completion
   Read the following. Choose the best answers. Work as fast as you can.
   If this is your first visit to our clinic, please fill out a “New Patient Form”. When you finish, take the
   form to the front desk. Please --- 1. --- the clipboard and pen with your form. Then have a --- 2. --- in
   the waiting room. --- 3. ---. When the doctor is ready to see you, his assistant will --- 4. --- your name.
   1. A  B  C
   2. A  B  C
   3. A  B  C
   4. A  B  C
   5. A  B  C
   6. A  B  C
   7. A  B  C
   8. A  B  C
   9. A  B  C
   10. A  B  C
8 Let’s Talk! 1

Work with a partner. Practice the conversations below.

1. A: You don’t look well.
   B: I have a fever.
   A: You should go home and go to bed.
   B: Thanks. That’s a good idea.

2. A: What’s the matter?
   B: I have a toothache.
   A: You should go to the dentist!
   B: Yes. I think you’re right.

Extension: Practice the conversations above using the information below.

1. A: I have a cold.
   B: You should have a hot drink.
   A: I don’t feel well.
   B: Take some medicine.
2. A: I have a toothache.
   B: You should see a doctor.
   A: I don’t feel well.
   B: Go to the dentist.

[Reading 2]

--- 5. ---. It’s so embarrassing, isn’t it? Well, don’t worry because Smith’s Dental Clinic can give you back your bright smile in just a single visit. Our dental cleaning system --- 6. --- only one hour. It is safe and effective and it won’t hurt at all. And this month only, Smith’s Dental Clinic will clean your teeth at 20% --- 7. --- the usual price. Don’t be --- 8. --- about your teeth. Call today and get your beautiful smile back.

5. A: Are your teeth brown and stained from drinking coffee?
   B: How often do you brush your teeth a day?
   A: Too busy to clean your house?
   B: Too sick to visit a clinic?

6. A: does
   B: takes
   A: times
   B: works

7. A: at
   B: on
   A: off
   B: from

[Reading 3]

Did you know that eating chocolate can help keep you --- 9. ---? It sounds --- 10. ---, but people who eat chocolate often have less body fat. Research shows that cacao beans, the main ingredient of chocolate, --- 11. --- your body burn more calories, which helps keep you thin! Regular chocolate has too much sugar. --- 12. ---.

9. A: hungry
   B: thin
   A: less
   B: happy

10. A: popular
    B: different
    A: important
    B: impossible

11. A: make
    B: cause
    A: forces
    B: because

12. A: And that’s what can keep you thin.
    B: However, high quality chocolate has more sugar.
    A: And that’s why we should stop eating chocolate and diet more.
    B: However, good chocolate, with less sugar, may be good for you.
1 Focus on Vocabulary 2

Look at the words in the box. How many syllables are in each word?

For example: cold (1); doctor (2); insurance (3); basically (4)

- clinic ( 2 )
- stomach ( 2 )
- accident ( 3 )
- blood ( 1 )
- emergency ( 4 )
- advice ( 2 )
- teeth ( 1 )
- drug ( 1 )
- medical ( 3 )
- heart ( 1 )
- health ( 1 )
- hospital ( 3 )
- medicine ( 3 )
- injured ( 2 )
- ambulance ( 3 )

2 Listening: Talks

You will hear four short monologues. Read the questions. Choose the best answers.

[Listening 1]

1. Where would you hear this announcement?
   A. In a hospital
   B. In a doctor's office
   C. In an airport
   D. In a hotel

2. What should Dr. Martin do?
   A. Go to the hospital
   B. Call the emergency room
   C. Check into the hotel
   D. Contact the front desk

3. Why was this announcement made?
   A. There was an accident
   B. Someone is waiting in the Emergency Room
   C. Somebody phoned the doctor
   D. Someone in the lobby is ill

4. Look at the graphic. What kind doctor is the caller looking for?
   A. Ear, nose, throat
   B. Family doctor
   C. Psychiatrist
   D. Heart Specialist

5. Why does the caller hear this message?
   A. The place is not open
   B. The doctor is busy
   C. There is an emergency
   D. It started raining

6. What is the number that the speaker says?
   A. The number for the hospital
   B. The number for emergencies
   C. The number for her mobile phone
   D. The number for the clinic

7. Where would you most likely hear this announcement?
   A. In a hospital
   B. On the freeway
   C. In an ambulance
   D. In a dental clinic

8. Why was this announcement made?
   A. The ambulances need to be repaired.
   B. There is a serious traffic jam on the highway.
   C. There is an important meeting.
   D. There was a major traffic accident.

9. What will be happening soon?
   A. The doctor will need to get an operation.
   B. Many injured people will come.
   C. The Emergency Room will close.
   D. Several ambulances will be leaving.

10. Why can people feel tired and slow?
    A. Because they get sick more often.
    B. Because they lose too much weight.
    C. Because they don't get enough water.
    D. Because they don't drink enough coffee.

11. How much of our body weight is water?
    A. Less than 10%
    B. About 30%
    C. More than 50%
    D. Almost 90%

12. What does the speaker recommend that people do every morning?
    A. Sleep later
    B. Get up earlier
    C. Go a refreshing swim
    D. Drink a glass of water

3 Pairwork 2

Work with a partner. Student A, turn to the BOTTOM of page 133. Student B, turn to the BOTTOM of page 143.

4 Reading: Incomplete Sentences

Choose the word or phrase that best completes the sentence. Work as fast as you can.

1. Do you know your ____ type?
   A. birth
   B. blood
   C. breed
   D. bleed

2. They finally got ____ needed medicine.
   A. badly
   B. supply
   C. hungry
   D. ready

3. He’s the nurse ____ told me to sit down.
   A. whose
   B. whom
   C. which
   D. who

4. I went to the ____ to have my teeth checked yesterday.
   A. medicine
   B. health
   C. dentist
   D. medical

5. They did a blood ____.
   A. analyze
   B. analysis
   C. analyzing
   D. analyzes

6. Make sure you check that the medicine is ____.
   A. them
   B. they
   C. yours
   D. your

Go on to the next page

96 | TOEIC Skills 1 | Unit 8: Health Care

97 | TOEIC Skills 1 | Unit 8: Health Care
7. You should start swimming instead ______ running.  
   A for  
   B with  
   C to  
   D of

8. You need to think about ______ smoking.  
   A quit  
   B quiting  
   C of  
   D quite

9. How much sugar do you ______ in your coffee?  
   A bring  
   B take  
   C give  
   D make

10. The drug store is right ______ the cafeteria.  
    A from  
    B front  
    C by  
    D across

11. He always ______ sick during the holidays.  
    A gets  
    B has  
    C takes  
    D makes

12. The results from the blood test were ______ .  
    A exactly  
    B normal  
    C variety  
    D basis

13. There are many health ______ from exercise.  
    A sorts  
    B maintains  
    C exists  
    D benefits

14. Your blood pressure is fine ______ watch what you eat.  
    A however  
    B since  
    C while  
    D during

15. Please take my advice ______ if you want to get better.  
   A generally  
   B seriously  
   C usually  
   D specially

16. ______ of my family have heart problems.  
    A Neither  
    B Nor  
    C Either  
    D None

---

5 Focus on Grammar

Look at the sentences below. There are 5 correct and 5 incorrect sentences. If the sentence is correct, write a check (✓). If the sentence is incorrect, write an (✗) and then correct the mistake.

For example:  
✓ He is an architect.  
✗ He not an engineer.

1. (✗) She was very tiring after a long day of work.  
2. (✓) I need to exercise more.  
3. (✗) That's the information what I need.  
4. (✗) It is a very safe operation.  
5. (✓) He's a very kind dentist.

6 Reading: Comprehension

Read the following. Choose the best answers. Work as fast as you can.

[Reading 1]

Dear Monique,

I am writing to say thank you so much for helping my husband and children last week. My husband Bill told me that you brought food over every day and helped clean up the house and do the laundry. I really appreciate your kindness. I could relax and not worry about my family. I'm feeling much better now. I got home the day before yesterday. I have to go back for a check-up in two weeks, but I will go back to work soon.

You are a wonderful friend and neighbor and I owe you a big favor. If there is ever anything I can do for you, please don't hesitate to ask. Thanks again for being so kind and considerate.

Wendy Reed

1. Why did Wendy send this note?  
   A To thank Monique  
   B To request housekeeping  
   C To ask about a service job  
   D To recommend a restaurant

2. Where was Wendy last week?  
   A She was on a trip.  
   B She was at a hotel.  
   C She was on vacation.  
   D She was in the hospital.

3. How does Wendy know Monique?  
   A Monique is Bill's mother.  
   B Wendy works with Bill's wife.  
   C They work in the same company.  
   D They live in the same neighborhood.

4. How long has Wendy been back home?  
   A One day  
   B Two days  
   C One week  
   D Two weeks

5. Focus on Grammar

Look at the sentences below. There are 5 correct and 5 incorrect sentences. If the sentence is correct, write a check (✓). If the sentence is incorrect, write an (✗) and then correct the mistake.

For example:  
✓ He is an architect.  
✗ He not an engineer.

6. (✓) Do you know where you are going?  
7. (✓) You should see a doctor.  
8. (✗) He doesn't like to go to the dentist.  
9. (✗) I have headache.

Go on to the next page
**Memo**

From: James Porter  
To: All employees  
Re: Yearly Check-ups  
Date: 11/11/14

If you haven’t had your yearly medical check-up, make sure you have your check-up before the end of next month. It’s free and it is important. It is best to find out about health problems as early as possible.

The check-ups will be done in the East Wing Medical Clinic. Make an appointment at 923-443-8274, or email a request to appointments@nwppclinic.com. The clinic is open every day, except Sundays and holidays. It’s best to go in the morning.

If you are working during the day, tell your manager that you need the time off. Check-ups take about an hour.

Please don’t put this off until the last week of the year. It will be very crowded then.

James Porter  
Director of HR  
North Wind Paper Products

---

**East Wing Medical Clinic**

**Clinic schedule**

- Mondays to Fridays: 9:00 – 6:00
- Saturdays: 9:00 – 1:00
- Sundays and Holidays: Closed

For appointments, call 923-443-9274  
or email: appointments@nwppclinic.com

---

5. Who is James Porter?
- He is a doctor at the East Wing Medical Clinic.
- He is an administrator at the East Wing Medical Clinic.
- He is the head of the Human Resources Department.
- He is a factory worker at North Wind Paper Products.

6. Why does Mr. Porter recommend getting a check-up?
- It will save the employee money.
- It is good to discover health problems early.
- It will give the employee some time off.
- It will help managers schedule appointments.

7. What mistake did Mr. Porter make in his memo?
- He gave the wrong email address.
- He was wrong about the schedule.
- He sent the memo to the wrong people.

8. When does Mr. Porter recommend NOT making an appointment?
- On Saturdays
- In the morning
- During weekdays
- The last week of the year

9. What should an employee do if they are working during clinic hours?
- Wait until next year for a check-up.
- Ask their manager for some time off.
- Go to the clinic on a Sunday or holiday.
- Make an appointment for Saturday afternoon.

---

**Let’s Talk! 2**

Answer the questions below.

<table>
<thead>
<tr>
<th>Questions</th>
<th>You:</th>
<th>Your partner:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Do you exercise regularly?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Do you often eat junk food?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Do you try to eat healthy foods?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Do you often get colds?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Have you ever broken a bone?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. If you get sick, do you go to the doctor?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. How often do you get your teeth checked?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Extension:** Work with a partner. Ask your partner these questions. Write their answers down.
Unit 9: Housing and Property

Section A

1 Warm-Up: Photographs

Look at the pictures below. Write some simple sentences to describe each picture.

[Picture 1] [Picture 2]

2 Focus on Vocabulary 1

Look at the words in the box. Write each word under the best category on the next page.

- owner
- real estate agent
- apartment manager
- to paint
- to park
- furniture
- to run
- to rent
- storage
- to park
- cabinet
- to rent
- closet
- to run
- bill
- to rent
- storage

3 Listening: Conversations

You will hear four short conversations. Read the questions. Choose the best answers.

[Listening 1]
1. What are the speakers discussing?
   - Why the repairman is late
   - The cost of repairing the heater
   - When the repairman will arrive
   - The woman's plans for the afternoon

2. What will the man try to do?
   - He will call her doctor.
   - He will try to call in the afternoon.
   - He will try to arrive before 12:00.
   - He will try to be there after noon.

3. Look at the graphic. When is the woman's doctor's appointment?
   - [ ]
   - [ ]
   - [ ]
   - [ ]

[Listening 2]
4. What does the man need?
   - More furniture
   - A place to live
   - More space
   - A new bedroom

5. Why does he want a one-bedroom apartment?
   - He wants a place with more rooms.
   - He thinks the larger apartment costs too much.
   - He needs more room for all his furniture.
   - A two-bedroom apartment is too large.

6. How does the woman offer to help the man?
   - She will try to get him more furniture.
   - She will cut the price of the large apartment.
   - She will contact him when she has a smaller apartment.
   - She will tell him about the larger space.

Today's Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00 - 10:00</td>
<td>[ ]</td>
</tr>
<tr>
<td>10:00 - 11:00</td>
<td>[ ]</td>
</tr>
<tr>
<td>11:00 - 12:00</td>
<td>[ ]</td>
</tr>
<tr>
<td>12:00 - 1:00</td>
<td>lunch, check email</td>
</tr>
<tr>
<td>1:00 - 2:00</td>
<td>[ ]</td>
</tr>
<tr>
<td>2:00 - 3:00</td>
<td>pick up shoes</td>
</tr>
<tr>
<td>3:00 - 4:00</td>
<td>meet Judy</td>
</tr>
</tbody>
</table>

Go on to the next page
Unit 10

1. A great one-bedroom cottage is now on sale.
We have a great one-bedroom apartment for rent.
We are looking to purchase a nice one-bedroom apartment.
An office space with a brand new kitchen is available for rent.

2. brand new carpets
plenty of storage space
lots of windows
built-in furniture

3. in
during
after
with

4. should
nor
now
are

5. You can't keep any pets.
The bathroom is at the top of the stairs.
It's a new five-story building.
Construction will start at the end of the month.
Is there an elevator in the building?

Listen and complete the sentences below.

--- 1. ---. It is in a nice, quiet building. The bedroom faces a small park where you can enjoy a cup of morning coffee. The apartment has a big combined living room and dining room, an updated kitchen and bathroom. It also has --- 2. ---, so the apartment has a lot of natural light. The kitchen has new counters, new appliances, new windows, and hardwood floors. Street parking is always available --- 3. --- the area. Heat and hot water costs --- 4. --- included in the rent.

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We have a great one-bedroom apartment for rent.
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--- 7. Why is the woman calling?
To give the water company her name and address
To report a problem in her neighborhood
To ask for information from the water company
To complain about a problem in her home

--- 8. When did this problem probably happen?
A short while ago
Last night
During a holiday
Yesterday morning

--- 9. How does the man help her?
He says no one can come until later in the day.
He gives her the name of the water company.
He says that water is flooding her neighborhood.
He will send someone to fix the problem soon.

--- 10. What is the man planning to do?
Sell his house
Build a house
Repair his house
Purchase a house

--- 11. Why is the man moving to a new area?
The schools in his town aren't very good.
The schools in his town are too far away.
There aren't many schools in his town.
The schools in his town are too expensive.

--- 12. What do the women suggest?
The man should look at their schools.
The man should be quiet about his neighbors.
The man should move to their neighborhood.
The man should stay where he lives now.
Unit 10

TOEIC Skills 1

Unit 9 : Housing and Property

1. I'm interested in selling your home.
2. I'm writing about the house you have for sale.
3. Thank you for all your efforts to help sell our house.
4. Thank you for your generous offer to buy our home.
5. We need to pay last month's gas bill.
6. We would like to ask if you can open a new account.
7. We have not received any payment from you for a few months now.
8. Our customer service number as soon as you can at 210-889-0921!
9. --- . We know that your job is not easy. However, we wanted to let you know that we are getting a little worried about the process. We find it concerning that we have had to drop the price by almost $100,000 already and still --- 10. --- had no offers for the house. Could we schedule a time to meet and discuss our progress so far? Is there anything additional that my wife and --- 11. --- can do to make sure we help you sell the house? We appreciate --- 12. --- guidance and hard work.

Sincerely,
Steven Littleton

FROM: Steven Littleton
TO: Suzanne Morningside
SUBJECT: Moving Things Along
DATE: February 28

Dear Ms. Morningside,

--- 9. --- . We know that your job is not easy. However, we wanted to let you know that we are getting a little worried about the process. We find it concerning that we have had to drop the price by almost $100,000 already and still --- 10. --- had no offers for the house. Could we schedule a time to meet and discuss our progress so far? Is there anything additional that my wife and --- 11. --- can do to make sure we help you sell the house? We appreciate --- 12. --- guidance and hard work.

Sincerely,
Steven Littleton
Section B

1 Focus on Vocabulary 2

Complete the sentences below using the words or expressions in the box.

- remove
- include
- view
- payment
- replace
- wireless
- plenty
- available
- payment

1. The building has **wireless** internet service, so you can use your computer anywhere.
2. I'm afraid the air conditioner is too old to fix. You will need to **replace** it.
3. Does the rent **include** heat and electricity?
4. There is a great **view** of the city from the front window.
5. Do you have any rooms **available** in this apartment building?
6. It is a big apartment so it has **plenty** of space.
7. The water bill has not been paid. Please make a **payment** immediately.
8. We are going to **remove** the wall in order to join the two rooms together.

2 Listening: Talks

You will hear a short talk. Read the following questions. Choose the best answer to each question.

[Listening 1]

1. Who is speaking?
   - A real estate agent
   - A customer
   - An apartment owner
   - An apartment manager

2. What is NOT a feature of this apartment?
   - A large bathtub
   - A great view
   - A big refrigerator
   - It is near the shops.

3. What happens on September 1st?
   - The people must move out.
   - The people can move in.
   - The building will be finished.
   - The next apartment is shown.

[Listening 2]

4. Where would you hear this message?
   - In an internet café
   - In a home
   - In an office building
   - In a bookstore

5. Who is speaking?
   - A property owner
   - A real estate agent
   - A service technician
   - A door-to-door salesperson

6. Look at the graphic. What number should the person call?
   - 602-555-8340
   - 602-555-8366
   - 602-555-8343
   - 602-555-8350

[Listening 3]

7. Who is speaking?
   - A librarian
   - A student
   - A professor
   - A lawyer

8. Why will the library close?
   - The air conditioning system is being repaired.
   - The air conditioning system is being replaced.
   - The air conditioning system is being installed.
   - The air conditioning system is being removed.

9. Where can students return books on May 2nd?
   - At the front desk of the library
   - Near the entrance to the library
   - At the university center
   - By the noticeboard

[Listening 4]

10. Who is calling?
    - Someone from the gas company
    - Someone from the bank
    - Someone from the tax office
    - Someone from the internet service company

11. What must the customer do by April 10th?
    - Pay a late penalty fee
    - Pay the full charges
    - Pay the bill from last month
    - Pay for the next month

12. What happens if the customer does NOT pay by April 10th?
    - The balance will be $57.35.
    - He won't be able to use any gas.
    - The online account will be closed.
    - The bill will go up by $67.98.

3 Pairwork 2

Work with a partner. Student A, turn to the BOTTOM of page 134. Student B, turn to the BOTTOM of page 144.

4 Reading: Incomplete Sentences

Choose the word or phrase that best completes the sentence. Work as fast as you can.

1. My apartment is _____.
   - little
   - few
   - quite
   - mainly

2. Where ____ you live?
   - are
   - is
   - was
   - do

3. The new office is _____.
   - under
   - on
   - in
   - at

4. I will ____ you to the site manager.
   - look
   - tell
   - teach
   - introduce

5. She ____ how we could get a cheaper loan.
   - told
   - talked
   - taught
   - explained

6. Living in the city has many _____.
   - advantages
   - advisors
   - advice
   - advancing
7. I’m not ______ happy with the new design.
   [ ] indeed
   [ ] actually
   [ ] hardly
   [ ] indeed

8. My new office is larger ______ my old one.
   [ ] than
   [ ] then
   [ ] till
   [ ] while

9. The house was ______ at $600,000.
   [ ] cost
   [ ] pricing
   [ ] valued
   [ ] paid

10. I pay the rent ______.
    [ ] mine
    [ ] own
    [ ] me
    [ ] myself

11. The building manager ______ the rent.
    [ ] rise
    [ ] raised
    [ ] risen
    [ ] raise

12. My rent is expensive ______ though the building is old.
    [ ] if
    [ ] unlike
    [ ] even
    [ ] while

13. Buying a house was a difficult ______.
    [ ] decide
    [ ] deciding
    [ ] decided
    [ ] decision

14. They built it that way ______ purpose.
    [ ] on
    [ ] at
    [ ] in
    [ ] of

15. I’m not ______ but I think we will move next February.
    [ ] pull
    [ ] damage
    [ ] certain
    [ ] success

16. Can you go ______ the third floor and get the manager?
    [ ] on
    [ ] to
    [ ] at
    [ ] as

Focus on Grammar

Look at the sentences below. There are 5 correct and 5 incorrect sentences. If the sentence is correct, write a check (✔). If the sentence is incorrect, write an ( ✗ ) and then correct the mistake.

For example: ✔ He is an architect. ✗ He not an engineer.

1. ✗ That apartment has two bathroom.
   ✔ That apartment has two bathrooms.

2. ✗ How much the rent is?
   ✔ How much is the rent?

3. ✔ We’re moving to a new office next month.

4. ✔ The house sold for $475,000.
   ✔ The house sold for $475,000.

5. ✗ His office is on the fourth floor.
   ✔ His office is on the fourth floor.

6. ✔ There’s a bus stop right in front of the office.

7. ✔ The rent is not so expensive.

8. ✗ How much big is the new office?
   ✔ How big is the new office?

9. ✔ We have a branch office in Hong Kong.

10. ✗ This building not have an elevator.
    ✔ This building does not have an elevator.

Reading: Comprehension

Read the following. Choose the best answers. Work as fast as you can.

[Reading 1]

Looking for a new house?
Green Gables Estates offers brand new single-family homes with two to four bedrooms.

- Large bedrooms with plenty of closet space
- Second kitchen with own sink and countertop
- Brand new kitchen appliances
- Two-car garages
- Central air-conditioning and heating

Located only a 10-minute drive from the local school and 15 minutes from the mall. The bus to downtown stops on Main Street, making your commute easy. The Green Gables Country Club will open next year, so you can then also enjoy golf and tennis. This month, we are having an open house tour to show you the available houses and to introduce you to the neighborhood. Please come by any time.

1. When can people move in to a new home?
   [ ] Any time
   [ ] Next year
   [ ] This month
   [ ] Next month

2. When can people look at the new homes?
   [ ] Any time
   [ ] Next year
   [ ] This month
   [ ] Next month

3. What is NOT mentioned in the ad?
   [ ] Things you can use for cooking
   [ ] The great price
   [ ] A place to put your car
   [ ] A place to put your clothes

4. Why is the bus stop mentioned?
   [ ] To show it’s easy to get to work
   [ ] To explain where the tennis court is
   [ ] To get people to take the bus
   [ ] To tell people how to get to Green Gables Estates

Go on to the next page
Student Dormitory: Rights, Rules, and Responsibilities

Rooms in the school dormitory are for the students of the university. To make sure that people can live in a safe, healthy and friendly environment, we ask that you read and understand the following rules:

1. **Guests**
   - Guests are allowed into the dormitory. However, all guests must use the common room on the first floor. Guests are not allowed in any of the student rooms at any time.

   **Guests are allowed into the dormitory.**

2. **Noise**
   - All students have the right to live and study in a quiet environment. It is the responsibility of all students to understand and respect these rights. Stereo speakers should be placed away from doors and open windows.

   **Stereo speakers should be placed away from doors and open windows.**

3. **Pets**
   - No pets are allowed in the rooms at any time. This includes fish.

   **No pets are allowed in the rooms.**

4. **Smoking**
   - It is the responsibility of the university to provide a healthy and safe environment for all students. As a result, smoking is not allowed anywhere in the building. Smoking in the dormitory is asked to use the smoking area outside the building. We also ask that students to smoke at least 10 meters away from any entrance to the building.

   **Smoking area outside the building.**

**Registration**

Students who want to live on campus in one of the dormitories must sign up online. The sign-up period will be between August 5th and August 12th. Students will be given rooms in the order that registrations are received. Students wishing more information can get in touch with me by email <dormitory@cityuniversity.co.com>.

5. **When do students need to register?**
   - [A] Before August 5th
   - [B] Between the 5th and 12th of August
   - [C] After August 12th
   - [D] Any time

6. **How do students need to register?**
   - [A] Email <dormitory@cityuniversity.ca>
   - [B] Send in an application form
   - [C] On the website
   - [D] In person

7. **What are the rules about student guests?**
   - [A] Guests are not allowed into the dormitory.
   - [B] Guest are only allowed on weekends.
   - [C] Students can have guests in the common room.
   - [D] Guests are allowed into students' rooms on weekends.

8. **What is the university's responsibility?**
   - [A] To help students study
   - [B] To make sure student's pass
   - [C] To make sure all students register
   - [D] To create a safe and healthy place to live

9. **Look at the positions of the numbers [1], [2], [3] and [4]. Where can the following sentence be added?**

   "While the school understands that having parties with friends is an important part of school life, we ask all students to think about their neighbors."

   - [A] [1]
   - [B] [2]
   - [C] [3]
   - [D] [4]
Focus on Vocabulary 1

Complete the sentences below using one of the words in the box.

- calculator  - investment  - expenses  - financial  - delay  - accounting  - tax  - stocks  - financial

1. Financial _______ is an adjective that means “about money”.
2. An _______ is something that you buy to make a profit.
3. Stocks _______ are small parts of a company that you buy. They are also called shares.
4. Tax _______ is money that you pay to the government.
5. Delay _______ is a verb that means to make something happen later.
6. A _______ is a small electronic device for doing math.
7. Accounting _______ is a system of keeping records about money.
8. Expenses _______ are the costs of running a business.

Listening: Conversations

You will hear four short conversations. Read the questions. Choose the best answers.

1. Why is the woman renting an apartment?
   a. It is easier.
   b. Her job is difficult.
   c. Her apartment is quiet.
   d. Her neighbors are friendly.

2. Why does the man recommend buying a house?
   a. It will cost more.
   b. It is easier to travel.
   c. It is better for work.
   d. It is a better investment.

3. Look at the graphic. What bank did the man walk by?
   a. Standard First Bank
   b. Cedar State Bank
   c. First City Bank
   d. Main City Bank

4. Where is the man’s receipt?
   a. In his wallet
   b. On his desk
   c. At his house
   d. At accounting

5. Why does the woman tell him to hand in the receipt?
   a. He can get a free lunch.
   b. He can save money on his taxes.
   c. The woman will go to lunch with him.
   d. The company will give him the money back.

6. What will the man probably do?
   a. He will not do anything.
   b. He will try to find his lunch receipt.
   c. He will give his receipt to accounting.
   d. He will give his receipt to the woman.

Go on to the next page
[Listening 3]

7. What does the man ask the woman?
A He asks her if she will retire soon.
B He asks her when she plans to retire.
C He asks her how much money she has.
D He asks her if she has made a retirement plan.

8. Why has the woman NOT planned for her retirement?
A She is still quite young.
B She has no money saved.
C She just joined the company.
D She has already retired.

9. What does the man recommend the woman do?
A Find a better paying job
B Ask Leslie to plan her party
C Talk to his financial advisor
D Make a plan for her vacation

[Listening 4]

10. What does the woman think of the man’s car?
A She thinks it costs a lot.
B She thinks it looks very old.
C She thinks it didn’t cost much.
D She thinks he should buy a new one.

11. How could the man buy the car?
A His family is very rich.
B He gets a very high salary.
C He borrowed much of the money.
D He got money from his investments.

12. What does the woman ask the man to do?
A Lend her some money to buy a new car
B Teach her about investing in stocks
C Take her for a ride around town in his car
D Show her how to drive a car on the highway

[Listening: Question-Response]

6. Listening: Question-Response

You will hear a question or statement followed by three responses. Choose the best response to each question or statement.

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

[Reading: Text Completion]

7. Reading: Text Completion

Read the following. Choose the best answers. Work as fast as you can.

We invite you to --- 1. --- a checking or savings account at Washington Bank. --- 2. --- . Our account representatives would be happy to answer --- 3. --- your questions face to face. Coffee and other refreshments are available free of charge. Washington bank is a good place to build a safe and --- 4. --- financial future.

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

Go on to the next page
Starting — 5. —- month, all expense reports must be turned in by the end of the month. If they are — 6. —- one day late, payment will be delayed until the following month. —- 7. —- So, if you want to get your money back, make sure to turn in the paperwork on —- 8. —-.

5. ① last  ② two  ③ next  ④ every
6. ① even  ② until  ③ upon  ④ along

7. ① Please pay this right away.
8. ① This policy will not be changed.
9. ① Please put your money into the bank.
10. ① The computer system will shut down next week.

Dear Sirs,

I —- 9. —- in your hotel from Friday, Nov. 14th to Monday, Nov. 17th. —- 10. —- . The room was clean and the staff were cheerful. However, when I checked out, my bill was —- 11. —- I expected. I was charged for three $5.00 chocolate bars and some nuts which I didn't eat. I didn't have —- 12. —- to argue, so I paid the bill, but I'm very disappointed at being overcharged.

9. ① stay  ② stayed  ③ will stay  ④ have stayed
10. ① I was late.
    ② My stay was pleasant.
    ③ My business trip had finished.
    ④ I parked my car in the parking lot.

11. ① more than  ② exactly  ③ less than  ④ half of
12. ① my  ② any  ③ will  ④ time

**Let's Talk! 1**

**Answer the questions below.**

**Questions:**

1. Do you read the newspaper every day?
2. Are you interested in business news?
3. Do you think the economy is good right now?
4. Do you think it is important to save money?
5. Are you interested in the stock market?

**You:**

<table>
<thead>
<tr>
<th>Questions</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1. Do you read the newspaper every day?</td>
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<td>—-</td>
</tr>
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<td>5. Are you interested in the stock market?</td>
<td>—-</td>
</tr>
</tbody>
</table>

**Extension:** Work with a partner. Ask your partner these questions. Write their answers down.
1. Focus on Vocabulary 2

Connect the words on the left with the words on the right. Then use these expressions to complete the sentences.

- interest
- prices
- house
- rates
- financial
- profit
- huge
- advisor

1. ______________ House prices __________ rising, making it difficult for young families to buy homes.
2. The government announced a cut in ______________ interest rates __________ of half a percent.
3. I should probably talk to a ______________ financial advisor __________ about my future.
4. I bought some very good stocks and made a ______________ huge profit __________.

2. Listening: Talks

You will hear a short talk. Read the following questions. Choose the best answer to each question.

[Listening 1]

1. What is the purpose of the talk?
   - To recommend how to study taxes
   - To tell how much more tax we pay
   - To recommend that we cut taxes
   - To offer a financial service

2. What does Haggard Finance offer for free?
   - A pen
   - Coffee
   - A meeting
   - Tax forms

3. Where is Haggard Finance’s office?
   - Inside the Convention Center
   - Next door to the Convention Center
   - On the third floor of the Convention Center
   - Across the street from the Convention Center

4. Who is Pamela Morgan?
   - She is a banker.
   - She is a radio journalist.
   - She is a contractor.
   - She is a professor.

5. What did the government announce today?
   - The euro rate will rise.
   - Some stocks will be sold.
   - New jobs will be created.
   - Interest rates will be lowered.

6. Look at the graphs. What graph shows house prices?
   - [1]
   - [2]
   - [3]
   - [4]

[Listening 2]

4. Who is Pamela Morgan?
   - She is a banker.
   - She is a radio journalist.
   - She is a contractor.
   - She is a professor.

5. What did the government announce today?
   - The euro rate will rise.
   - Some stocks will be sold.
   - New jobs will be created.
   - Interest rates will be lowered.

6. Look at the graphs. What graph shows house prices?
   - [1]
   - [2]
   - [3]
   - [4]

3. Pairwork 2

Work with a partner. Student A, turn to the BOTTOM of page 135. Student B, turn to the BOTTOM of page 145.

4. Reading: Incomplete Sentences

Choose the word or phrase that best completes the sentence. Work as fast as you can.

[Listening 3]

7. Who is Simon Windsor?
   - A television host
   - A magazine writer
   - A newspaper publisher
   - An international banker

8. What does Marion Timkins mainly write about?
   - How to buy and sell real estate
   - How to build an internet business
   - How to publish best-selling books
   - How to invest money

[Listening 4]

10. What kind of company is Harper, Martin and White?
   - A stock broker
   - An Internet bank
   - A technology firm
   - A software company

11. Why does Mr. Harper recommend this investment?
   - He says it is a safe investment.
   - He thinks the price will be stable.
   - He says he can make a lot of money.
   - He thinks the stock price will fall soon.

12. What does Mr. Harper say about the company?
   - It is big.
   - It has a long history.
   - It is still small.
   - It is famous.
7. I’m sorry but I’m afraid I can’t ______ your question.
   A told
   B speak
   C knew
   D answer

8. You can borrow money ______ as you have a job.
   A for
   B so
   C since
   D well

9. Thanks for ______ all the details. I think I understand it.
   A told
   B speak
   C knew
   D answer

10. When we get the loan, we can move ______.
    A forward
    B credit
    C debt
    D certain

11. Everyone ______ on the terms of the contract.
    A agree
    B agreed
    C agreeing
    D agreement

12. Do you have an account ______ we can wire the money to?
    A what
    B where
    C who
    D whose

13. That car company has some ______ financial problems.
    A major
    B largely
    C indeed
    D quite

14. I need a ______ to do this math problem.
    A explain
    B explained
    C explaining
    D explanation

15. The price of oil fell ______.
    A right
    B deep
    C serious
    D suddenly

16. They won’t lend you money ______ you have a good business plan.
    A unless
    B without
    C otherwise
    D than

5 Focus on Grammar

Look at the sentences below. There are 5 correct and 5 incorrect sentences. If the sentence is correct, write a check (✓). If the sentence is incorrect, write an (x) and then correct the mistake.

For example: ✓ He is an architect. x He not an engineer.

1. (x) I need ______ to go to the bank this afternoon.
   A going

2. (✓) Can I get an application form for a credit card?
   B

3. (x) Are there a bank near here?
   A
   B

4. (✓) We have to talk about the monthly budget.
   C

5. (✓) You need your bank card to withdraw the money.
   D

6. Reading: Comprehension

Read the following. Choose the best answers. Work as fast as you can.

[Reading 1]

### Internet Banking from Trust National Bank

Online banking from your own computer is now available at Trust National Bank. You don’t need to waste your time waiting in line.

You can use all of our online banking services by opening an account. You can pay bills, transfer money and manage your account at home or at work.

Trust National Bank’s online banking is completely safe too. Our password protected systems make sure that your money is secure. If you ever lose money due to a security problem, we will return your money. We guarantee it.

Opening an account is simple. Go to www.trustnationalbank.com and click on “New Accounts”. Then our visual and audio instructions will take you through the steps, one by one.

To learn more, visit our website at www.trustnationalbank.co.com or call our toll free line at 1-800-555-3392

1. Why does the advertisement say that internet banking is better?
   A Because the interest rates are higher.
   B Because no one can see what you do.
   C Because you don’t have to wait in line.
   D Because it is easier to save much money.

2. What does Trust National Bank promise to do if someone steals your money online?
   A They will cooperate with the police.
   B They will give you back the money.
   C They will open a new account for you.
   D They will change your password immediately.

3. How can a customer open a new account at Trust National Bank?
   A They have to visit the bank.
   B They can open an account by mail.
   C They can sign up at the bank’s website.
   D They need to call the bank to open an account.

4. Why is their internet banking safe?
   A There are no security problems.
   B The system is password protected and guaranteed.
   C The system returns your money automatically.
   D The system displays all your account information.

5. Focus on Grammar

Look at the sentences below. There are 5 correct and 5 incorrect sentences. If the sentence is correct, write a check (✓). If the sentence is incorrect, write an (x) and then correct the mistake.

For example: ✓ He is an architect. x He not an engineer.

1. (x) I need ______ to go to the bank this afternoon.
   A going

2. (✓) Can I get an application form for a credit card?
   B

3. (x) Are there a bank near here?
   A
   B

4. (✓) We have to talk about the monthly budget.
   C

5. (✓) You need your bank card to withdraw the money.
   D

6. Reading: Comprehension

Read the following. Choose the best answers. Work as fast as you can.

[Reading 1]
Buying cars for your business costs a lot of money. You have to pay for maintenance, repairs and tune-ups. It is so much trouble.

With a monthly leasing plan from Diamond Automotive, you don’t have to worry about any of that. Just tell us what kind of cars you need and how many. We will keep all of your cars in great shape, all at a reasonable price. Our service team is ready 24 hours a day to help you, wherever you are, to fix any problem quickly.

What could be better than that?

Send us an email at leasing@diamondauto.biz for a free consultation.

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To: leasing@diamondauto.biz
From: jay.hamilton@customcakes.com
Subject: Leasing plan

Dear Diamond Automotive,

I saw your ad in Northwestern Magazine and would like to get a rough estimate of how much it would cost for me to lease three vehicles from you.

I run a small, custom cake making business in Seattle. Wedding cakes are our biggest sellers. We need to be able to deliver them anywhere within the Seattle area.

We need three new vans, and one of them should be able to hold a 1.2m tall wedding cake.

We currently use two very old vans. They use lots of gas and maintenance is expensive. We need reliable vehicles that are not too expensive.

You can get in touch with me at this email address, or call me at 555-336-9735.

Jay Hamilton
Custom Cakes

---

**Fee**: $405/month  
**Four-Seater**  
**Space in the back**: W100 x D100 x H80

**Fee**: $450/month  
**Mini-Van**  
**Space in the back**: W120 x D180 x H110

**Fee**: $500/month  
**Full-size Van**  
- **a)** W110 x D160 x H140  
- **b)** W120 x D180 x H110

---

5. What is the main point of the advertisement from Diamond Automotive?
   - Corporations don't need many cars.
   - It is better to lease cars than to buy them.
   - Buying cars is much cheaper than leasing them.
   - It is a good idea to take care of your own vehicles.

6. In the advertisement, the word 'shape' in paragraph 2, line 3, is closest in meaning to:
   - Tune-up
   - Style
   - Condition
   - Design

7. Why is Jay Hamilton interested in the advertisement?
   - He needs to buy a bigger van.
   - He is interested in selling his vans.
   - He wants to start a car lease business.
   - He needs some new vans for his business.

---

**Get Ready: Work in groups. Look at the following steps for buying a house. Put them in order.**

1. Get a realtor and start looking at houses.  
2. Decide what house you'd like to buy.  
3. Go to the bank and apply for a loan.  
4. Decide the details of the loan.  
5. Get the money from the bank and buy the house.  
6. Make monthly payments and pay back the loan.

Let's Talk: Now, close your books and describe how to buy a house.
Unit 1  Pairwork 1

Part 1: You go first. Read the first set of sentences to your partner. When you finish, listen to your partner and write down the sentences. Take turns.

1. Where is the new office?
2. It’s in this neighborhood.
3. Yes, please. That would be great.
4. Can I move your desk next to the window?
5. No, he’s now in the Marketing Department.
6. Is he in the Sales Department?
7. So how many people work at the main office?
8. I’m not sure. Maybe 300.
9. Is the Product Development Department in the head office?
10. No, it’s in our branch office in New York.

Part 2: Match the questions to the answers.

Q  A  Q  A  Q  A  Q  A  Q  A  
(1 → 2)  (4 → 3)  (6 → 5)  (7 → 6)  (9 → 10)

Unit 1  Pairwork 2

Part 1: Student B

1. When was the company started?
   a. In 1972
   b. In 1982
   c. In 1992
   d. In 2012

2. What does the company NOT sell?
   a. Tennis balls
   b. Tennis shoes
   c. Tennis bags
   d. Tennis rackets

3. What city does NOT have a branch office?
   a. London
   b. New York
   c. Singapore
   d. Los Angeles

Part 2: Student A

1. What will happen to the Sales and Marketing Department?
   a. It will start at the start of next month.
   b. It will put more effort into marketing.
   c. It will become two departments.
   d. The department head will change.

2. How many people will work in the new Sales Department?
   a. 42
   b. 22
   c. 20
   d. 12

3. What is this announcement about?
   a. The company is changing.
   b. The company is getting bigger.
   c. The company is getting smaller.
   d. The company is moving.

Unit 2  Pairwork 1: Student A

Part 1: You go first. Read the first set of sentences to your partner. When you finish, listen to your partner and write down the sentences. Take turns.

1. No, I’ve got to take my children swimming tonight.
2. Can you work late tonight?
3. It’s in room number 2.
4. No, I’m not. I don’t have time today.
5. Are you going to the meeting today?
6. Because it’s a national holiday.
7. Why is the office closed today?
8. Where is the meeting?
9. Did you enjoy the presentation?
10. Yes, it was very interesting.

Part 2: Match the questions to the answers.

Q  A  Q  A  Q  A  Q  A  Q  A  Q  A  
(2 → 1)  (5 → 4)  (7 → 6)  (8 → 3)  (9 → 10)
Unit 1  Unit 2  Unit 3  Unit 4  Unit 5  Unit 6  Unit 7  Unit 8  Unit 9  Unit 10  Split Task Resources  Scripts

Unit 3  Pairwork 1: Student A
Part 1: You go first. Read the first set of sentences to your partner. When you finish, listen to your partner and write down the sentences. Take turns.

  a. Do you have anything to declare?
  b. What’s the purpose of your trip?
  c. What kind of dressing would you like?
  d. Do you have any drinks or other kinds of liquids?
  e. Next stop, 37th Street Station, doors on the right will open.
  f. The total is $56.95. Please enter your PIN and press enter.
  g. Which bus should I take to get to the city center?
  h. Please put your tray tables up and fasten your seat belts.
  i. Yes, I have your reservation here, a double room for two nights.
  j. I have three seats in the infield behind first base.

Part 2: Who might say these things? Write the correct letter next to each sentence.

a. immigration officer
b. hotel front desk clerk
c. customs officer
d. customer
e. security officer
f. train conductor
g. ticket office clerk
h. flight attendant
i. server
j. store clerk

Unit 3  Pairwork 2
Part 1: Student B
1. Who is the message for?
   A Chris Lynch
   B Dan Thompson
   C National Airlines
   D The office

2. What phone number should he call?
   A 555-472-1324
   B 555-472-3324
   C 555-472-3334
   D 555-472-3234

3. What will happen if he calls after nine?
   A He can talk to someone.
   B He can confirm his flight.
   C He can leave a message.
   D He can get a new flight.

Part 2: Student A
1. Where is the plane going?
   A Las Vegas
   B Los Angeles
   C New Jersey
   D New York

2. When can passengers get on the plane?
   A In 15 minutes
   B Now
   C 11:45
   D 11:50

3. Why is the plane late?
   A Bad weather in Las Vegas
   B Bad weather in New York
   C Snow in Chicago
   D Rain in New Jersey

Unit 4  Pairwork 1: Student A
Part 1: You go first. Read the first set of sentences to your partner. When you finish, listen to your partner and write down the sentences. Take turns.

  1. When can you start work?
  2. Yes, I think you should.
  3. Can you speak any foreign languages?
  4. I heard that our boss is retiring next year.
  5. I can start any time after next Monday.
  6. No, not next year, it’s the year after next.
  7. Do you have time to meet our new office staff?
  8. Should I wear a necktie to the interview?
  9. Yes, I do. Let’s meet them all right now.
 10. I can speak French and a little Spanish.

Part 2: Match the questions or statements to the response.

Q  R
1. Who is the message for?  A Chris Lynch
2. What phone number should he call?  B 555-472-1324
3. What will happen if he calls after nine?  C He can talk to someone.

Q  R
1. What skills were NOT mentioned?  A Time management
2. Who are these skills for?  B Teachers
3. If you work on these skills, what will happen?  C You will get more money.

Q  R
1. What skills were NOT mentioned?  B Interpersonal skills
2. Study skills
3. Leadership skills
4. Writing skills
5. What will happen if you get personal skills?  A You will live a better life.
6. You will find a better job.
7. You will find more peace.
8. You will have no stress.
9. What are personal skills?  A Skills to study better
10. Skills for a healthy body and mind
11. Skills to help communicate
12. Skills to help work harder

4. Leadership skills
5. Writing skills
6. What will happen if you get personal skills?  A You will live a better life.
7. You will find a better job.
8. You will find more peace.
9. You will have no stress.
10. What are personal skills?  A Skills to study better
B Skills for a healthy body and mind
C Skills to help communicate
D Skills to help work harder
I won’t. I want to stay safe, too.

We usually make between 5 and 6 cars an hour.

How many people work at the factory?

They are made in many countries around the world.

How many cars can you make an hour?

I heard the company is going to build a new factory.

Yes, they’re going to open a new factory in Vietnam.

Where are all the parts made?

We have about 100 employees.

Don’t forget to put on your safety goggles.

---

1. What kind of accident was NOT mentioned?
   A. Falls
   B. Electricity
   C. Safety equipment
   D. Machines

2. What can companies do to reduce accidents from falls?
   A. Use safety nets
   B. Use ladders
   C. Use elevators
   D. Use better electricity

3. What will happen if companies improve safety?
   A. The number of accidents will be reduced.
   B. The workers will not leave the company.
   C. The company can get more money.
   D. The workers will get more money.

---

1. What is NOT mentioned?
   A. Start and stop machines
   B. Watch the machines
   C. Clean the production area
   D. Listen to the boss

2. How much money will workers get at first?
   A. $12.00 an hour
   B. $15.00 an hour
   C. $20.00 an hour
   D. $50.00 an hour

3. What will happen after three months?
   A. If they do a good job, their pay will go up.
   B. If they do a good job, they will get a bonus.
   C. If they don’t do well, they will lose their job.
   D. If they don’t do well, their pay will go down.

---

1. What is NOT mentioned?
   A. Open the control panel
   B. Click ‘show fonts’
   C. Click ‘install new font’
   D. Click ‘restart’

2. When can you use the new font?
   A. Right away
   B. After your restart your computer
   C. After you purchase the font
   D. After you download the font

3. Where can you get a new font?
   A. At the store
   B. From the system folder
   C. You can download one online
   D. From the control panel

---

1. What is the password?
   A. city
   B. citywide
   C. cityfind
   D. cityfirst
Unit 7  Pairwork 1

Part 1: You go first. Read the first set of sentences to your partner. When you finish, listen to your partner and write down the sentences. Take turns.

1. How do you like your new laptop?
2. Do we have any more copy paper?
3. Can you send the report as an email attachment?
4. Does your phone have many apps?
5. Do you know where the restaurant is?
6. It’s great. It’s lightweight and really fast!
7. No, but if you tell me the name I can look it up.
8. Yes, there’s paper in the cabinet, on the bottom shelf.
9. Sure, I’ll send you a pdf.
10. Yeah, it does. But I think I have too many games.

Part 2: Match the questions to the answers.

1. What is NOT mentioned?
   a. Get a quote
   b. Check the prices
   c. Check the receipt
   d. Make a purchase order

2. What should you make sure of?
   a. Prices
   b. The company
   c. What you are buying and how many
   d. The payment

3. How long should it take?
   a. Less than 5 minutes
   b. More than 5 minutes
   c. About 30 minutes
   d. About 13 minutes

Unit 7  Pairwork 2

Part 1: Student B

1. What link is NOT mentioned?
   a. Add to shopping cart
   b. Go to checkout
   c. Confirm purchase
   d. Browse

2. What do you need?
   a. Cash
   b. A credit card
   c. A piece of identification
   d. A membership number

3. How long should it take?
   a. Less than 5 minutes
   b. More than 5 minutes
   c. About 30 minutes
   d. About 13 minutes

Part 2: Student A

1. What is NOT mentioned?
   a. Get a quote
   b. Check the prices
   c. Check the receipt
   d. Make a purchase order

2. What should you make sure of?
   a. Prices
   b. The company
   c. What you are buying and how many
   d. The payment

3. How do you create a purchase order?
   a. Write the details on a piece of paper
   b. Use the purchase order database
   c. Ask the manager to do this
   d. Use the purchase order website

Unit 8  Pairwork 1: Student A

Part 1: You go first. Read the first set of sentences to your partner. When you finish, listen to your partner and write down the sentences. Take turns.

1. I’m not sure. Let’s take an X-ray and find out.
2. How many cigarettes do you smoke a day?
3. No, never. I’ve always been quite healthy.
4. Can you show me your insurance card?
5. My wrist really hurts. Is it broken?
6. When did the pain start?
7. It started about 3 days ago.
8. I smoke about a pack a day.
9. Have you had a major illness before?
10. Sure, here it is.

Part 2: Match the questions to the answers.

1. What is NOT mentioned?
   a. Wash your hands
   b. Go to the doctor
   c. Keep your office clean
   d. Get a good sleep

2. Why should you not drink alcohol?
   a. It is bad for you.
   b. It can give you a flu.
   c. It is not good for sleep.
   d. You need to be an adult.

3. When is the flu season?
   a. February
   b. Winter
   c. All seasons
   d. January

Unit 8  Pairwork 2: Student A

Part 1: Student B

1. When is the company medical check-up?
   a. Next month
   b. Next week
   c. This week
   d. January

2. When should women from Sales and Marketing go?
   a. Monday 9:00 - 10:30
   b. Monday 10:30 - 12:00
   c. Tuesday 9:00 - 10:30
   d. Tuesday 10:30 - 12:00

3. When should men from Administration go?
   a. Monday 9:00 - 10:30
   b. Monday 10:30 - 12:00
   c. Tuesday 9:00 - 10:30
   d. Tuesday 10:30 - 12:00
There’s a supermarket about a five-minute walk away.

No, I’m afraid you have to pay that yourself.

I’m looking for a two-bedroom apartment.

Is electricity included in the rent?

Is the apartment near a bus stop?

Okay, well, I can show you quite a few of those.

It’s $900 dollars a month.

Is there a supermarket near the apartment?

Yes, there’s a bus stop down the street.

How much is the rent?

Yes, I put $100 a month into it.

Can I apply for a credit card?

No, I’m afraid that I’ll lose money.

On a savings account, the rate is 2.2%.

You need to file your taxes by March 15th.

Do you have a savings plan?

When do we need to file our taxes?

Sure, please fill out this form.

Do you have any stocks?

How much is the interest rate?

1. Why will the library close?
   - The library building needs to be repaired.
   - The library is being built.
   - The library is moving.
   - A new library is being built.
   - The university is closing.

2. How can students get books during the summer?
   - Email the library
   - Go to the book store
   - Use the city library
   - Email the book store
   - Buy a book

3. What will happen on Sept 1st?
   - The library will close.
   - The library will reopen.
   - The school will close.
   - The school will move.

4. Why is it convenient?
   - It’s near the subway station.
   - It’s near the airport.
   - It’s beside a bus stop.
   - It’s on the main road.

5. What is NOT mentioned?
   - Retirement plan
   - Income tax
   - City tax
   - Medical insurance
   - Unemployment insurance

6. What is a small amount?
   - Your retirement plan
   - Your income tax
   - Medical insurance
   - Medical insurance
   - Unemployment insurance

7. How much is income tax?
   - A few hundred dollars
   - A percentage of your income
   - Not a large amount
   - Ten percent
   - A few hundred dollars

8. What is NOT mentioned?
   - Retirement plan
   - Income tax
   - City tax
   - Medical insurance
   - Unemployment insurance

9. Why do we need to save for an emergency?
   - We will probably get sick.
   - We will probably have an accident.
   - We don’t know the future.
   - We need to give money to people.

10. How should you save money?
    - Save a little each month
    - Buy stocks
    - Buy futures
    - Buy a new house
Unit 1

Part One: For each question in this part, you will hear four statements about a picture in your test book. You will hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

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

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

Part Four: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), or (C) on your answer sheet.

Listening One

A: I have decided to move to the new downtown office.
B: No, I decided to stay here. It is too far to drive downtown every morning.
A: Maybe, but the new office is in a beautiful building.

Listening Two

A: I saw the new models yesterday.
B: Next year’s?
A: Yeah. Have you seen them?
B: Yeah. Last week.
A: I think they’ll be a big success.
B: Yeah, me too.
A: This year’s models were a little disappointing.
B: A little? Are you kidding?

Listening Three

A: My friend Mark says they’re closing our office next year.
B: He told me that too, but it’s probably not true.
A: I hope not. I heard the same thing last year and it didn’t happen.

Listening Four

A: Who is going to lead our department, you, Susan or Jennifer?
B: Probably Jennifer or Susan. I don’t have much experience.
C: Maybe not, but Peter says you’re a better leader than either of them.
A: Yeah, that’s what I hear, too.
B: Really? That’s nice to know. But uh… I’m just happy with what I do now.

Listening Five

A: I hope not. I heard the same thing last year and it didn’t happen.
B: What time is the meeting tomorrow? Was it 9 o’clock or 10 o’clock? I forget.
A: What time is the meeting tomorrow? Was it 9 o’clock or 10 o’clock? I forget.
B: It’s at 11 o’clock.
A: He told me that too, but it’s probably not true.
B: Yeah, what I hear, too.
A: That’s right. We moved last year.
B: We’re moving staff training online.
C: Yes, his office is beside it.

Listening Six

A: 11 o’clock? Really? Are you sure?
B: It’s at 11 o’clock.
A: Probably not, I just joined the company.
B: Hi, I don’t think we’ve met.
A: I’m glad to meet you. My name is Roger.

Listening Seven

A: Hello! I’m sorry, we’re closed now. We are open Monday to Friday from 9 am to 1 pm. We are now hiring machine operators, data entry clerks and sales representatives. Please call or visit during our working hours to ask about these jobs at Sunshine Industries or simply to learn more about working for us.
B: Oh yeah? Can you show me the schedule?

Listening Eight

A: Are you coming to the seminar this Friday?
B: I’d love to, but I have another appointment.
A: Oh yeah? What time?
B: Around 1:00.
A: Well, the session on marketing is in the morning.
B: Oh yeah? Can you show me the schedule?

Scripts
Listening Four
A: Do you have a stapler?
B: Yeah.
A: Can I borrow it?
B: Yeah. Use that one.
A: Which one?
B: The one on the box.
A: Oh, right. Thanks.
B: But remember to bring it back!
A: Of course.

Track 12
Example: We work on Sunday.
1. I get to work at 8:00.
2. Today’s meeting starts at 11:00.
3. What time is the staff meeting?
4. Can you send me an email?
5. I have to cancel tomorrow’s meeting.

Track 13
1. Her meeting finishes at 3:00.
   a. Okay, can she call me after that?
   b. In the meeting room.
   c. She met her customers.
2. How was your weekend?
   a. No, it’s next week.
   b. Nothing special.
   c. I feel a little weak.
3. May I borrow a pen?
   a. Sure, use this one.
   b. Yes, it’s a nice one.
   c. Yes, I had a green one.
4. What time are you meeting Maria?
   a. I know her boss.
   b. It’s on the 3rd floor.
   c. She’s coming at one o’clock.
5. Are you using this?
   a. I never knew.
   b. Not right now.
   c. Yes, this is his.
6. Did you finish that report?
   a. Yes, I’ve just finished.
   b. Well, I got it yesterday.
   c. No, they’re all Finnish actually.
7. Can you work late tonight?
   a. I will be in the office.
   b. I won’t be late again.
   c. Sorry, I’ve got another appointment.
8. Did you get my email?
   a. Yes, I’ll answer you today.
   b. I sent it yesterday.
   c. No, it was not in the mail.
9. We will start the meeting at noon.
   a. Is it a lunch meeting?
   b. I sent you an email at noon.
   c. Have you been to the cafeteria?
10. When are you usually there?
   a. It’s a great opportunity.
   b. From nine to six on weekdays.
   c. We’re in the basement.

Track 14
Listening One
Good morning, everyone. Please remember, we have a meeting today in the large meeting hall on the second floor at 10 o’clock this morning. All staff must attend. We will talk about the move to our new office building. We will move next Monday. So, you need to know what to do, and where you need to be on Monday. So please make sure that you are on time for today’s meeting.

Listening Two
Thank you for calling the law offices of Jones and Leung. If you are looking for a lawyer to help you with a problem, please press ‘1’. If you are a lawyer from another company, please press ‘2’. If you are a journalist, please press ‘3’ to speak with our office manager. For all other questions, press ‘0’ and someone will be with you soon. To hear this message again, press ‘9’.

Listening Three
Remember, everyone needs to attend the Sales Training this Wednesday. The first class will start at 9 o’clock. At 10:30 we’ll have a short coffee break. The second class will start at 10:45. We’ll have lunch from 12:15. The third class will start at 1:30 pm, then a short break. The last class will start at 3:15 and finish at 4:45. That’s the day after tomorrow. Don’t forget.

Listening Four
Hi, everyone. Meet Jen, she’ll be joining our team starting today. Jen worked in the head office for five years, but from today, she’ll be working with us. Please note that Jen’s email address is her home address because she doesn’t have her new office email address yet. When Jen gets her new office email address tomorrow, she’ll give her new address to everyone.

Track 15
1. a. The server is passing the menu.
   b. They are ordering food.
   c. The server is putting food on the table.
   d. The guests are having coffee.
2. a. They are waiting at the check-in counter.
   b. There is a line-up at the gate.
   c. People are checking in at a hotel.
   d. The airport is closed.

Track 16
Listening One
A: Did you have lunch?
B: No, we didn’t have time.
A: You guys should eat something.
C: I know, but the deadline for this report is 5:00 PM.
A: I see. Well, I’ve got some apples if you want.

Listening Two
A: Have you booked your hotel in London yet?
B: No, I haven’t had time, but I’m sure I will have no trouble getting a room, after I get there.
A: Are you kidding? This is the busiest travel season of the year.

Listening Three
A: That’s a big suitcase. Are you going out of town after the meeting?
B: No, I just got back from Melbourne this morning and came here straight from the airport.
A: Really? You must be really tired. Why don’t you go home and get some rest?

Listening Four
A: Excuse me. What is today’s soup?
B: It’s chicken noodle soup.
A: I see. Okay, I’ll have a cup of clam chowder and a salad.
B: Sure. Anything else?
A: No. Actually can I get a bowl, not a cup?

Listening One
A: May I have your attention? Because of the weather, flight number 446 is going to be a bit late leaving. It’s just too dangerous to take off in this high wind. As soon as this thunderstorm passes, we will take off. We apologize for the inconvenience.
A: I'll have a salad.
B: I didn’t take any.
C: It takes ten minutes.

Listening One
A: Are you ready to go?
B: I will be in a minute.
C: I wasn’t here on time.
D: It was a great experience.

Listening One
A: This is delicious. What is it?
B: Just a little bit.
C: It’s Jasmine tea.
D: No, I’d rather not.

Listening One
A: Your room is number 203.
B: Thanks, where is the elevator?
C: I will meet you at my room.
D: When does it begin?

Listening One
A: Where is the nearest post office?
B: There is a line-up at the gate.
C: I work in a different office.
D: There is one just around the corner.

Listening One
A: How is the cheesecake?
B: Yes, it is.
C: I told you.
D: It’s wonderful.

Listening One
A: Can you show me the train schedule?
B: I’m not scheduled to go.
C: Training starts at 3 o’clock.
D: Sure. Here you are.

Listening One
A: Do you like spicy food?
B: No, I didn’t.
C: I never want to.
D: Not really.

Listening One
A: Do you like spicy food?
B: No, I didn’t.
C: I never want to.
D: Not really.

Listening One
A: What are you drinking?
B: It’s coffee.
C: Not really.
D: It’s just coffee.

Listening One
A: I don’t think it is.
B: I was here on time.
C: I didn’t take any.
D: It takes ten minutes.

Listening One
A: 10. When are you usually there?
b. From nine to six on weekdays.
c. We’re in the basement.

Track 17
Example: The bus stop is in front of the hotel.
1. I hope I don’t get lost.
2. Excuse me? What time is it now?
3. I’m going out of town after the meeting.
4. I have a reservation for four at eight o’clock.
5. August is a busy month for us.

Track 18
1. Which bag is yours?
a. It’s too big.
 b. I brought mine.
c. The brown one.

Track 19
Listening One
May I have your attention? Because of the weather, flight number 446 is going to be a bit late leaving. It’s just too dangerous to take off in this high wind. As soon as this thunderstorm passes, we will take off. We apologize for the inconvenience.
Listening Two
Thank you for coming to see the Pacific Art Museum's exhibition of eighteenth century landscape paintings. The museum will be closing in fifteen minutes. Please begin moving to the museum exits.

Listening Three
Hi, this is Gary Reynolds, from Skyline Airlines. You recently bought a ticket for February 16th on flight number 681 from Los Angeles to San Francisco. Unfortunately, there was an error on our website. That flight actually takes off at 9:40 am, not 10:40 as it said on the website. If that is a problem, please call me at the customer service line, 334-445-9284, and we will reschedule you to another flight. I'm sorry for the confusion.

Listening Four
Ladies and Gentlemen. I'm very sorry we woke you up in the middle of the night. There was a small fire in the hotel’s kitchen, but everything is okay now. The Fire Department has put out the fire. You can return to your rooms. It’s completely safe. We’re very sorry for the trouble.

Track 20
1. a. They are making some photocopies.
   b. The woman is interviewing the man.
   c. The man is holding a document.
   d. She is wearing a white skirt.
2. a. They are busy making monitors.
   b. The man is selling a computer.
   c. Some people are being trained on the computer.
   d. A woman is at the customer service counter.

Track 21
Listening One
A: Please sit down. Thank you for coming in to talk about this job.
B: Thank you. I'm happy that you liked my resume and asked me to come to this interview.
A: Well, thanks for coming in. I know we called just yesterday, so thanks for coming in today. Okay, let’s get started. First, can you tell me about your last job?
B: Sure, in my last job, I was in sales. I worked for an insurance company.

Listening Two
A: I'm really nervous about working with my new boss.
B: Why?
A: I want to change jobs. I want to work for Marketing.
C: But your old boss said that you could change jobs, right?

A: Yeah, she did, but now she’s gone. And I really want to work in marketing.
B: Well, Sally Taylor is your new boss. She’s great. Talk to her.

A: You think so?
C: Yeah. Talk to her tomorrow. She’ll listen to you.

Listening Three
A: Let’s talk about your salary. How much did you make in your last job?
B: I made $60,000 per year in salary and a 10% bonus if I met all my goals.
A: The highest we can give you is $55,000 in salary. But we also have a 20% bonus.
B: Okay, well, that’s interesting. I’ll have to think about it and get back to you.

Listening Four
B: Sure, in my last job, I was in sales. I worked for an
A: Thank you. I'm happy that you liked my resume and get back to you.

Track 22
Example: Let me think about that.
1. I hope I get the job.
2. What time does that meeting start?
3. The interview will start at five.
4. What did you like about your last job?
5. I don’t have a license yet.

Track 23
Listening One
1. How was your interview?
   a. I think I did okay.
   b. Let’s meet tomorrow at 2 pm.
   c. We had a meeting yesterday.

2. Bonuses will be higher this year.
   a. Is it on the third floor?
   b. Do you know how much higher?
   c. Is this your first year?

3. Is your name Kathy?
   a. That’s right.
   b. I think I can.
   c. Who was that?

4. Do you speak French?
   a. It’s great.
   b. It’s in Europe.
   c. Just a little.

5. What kind of computer skills do you have?
   a. I can use most of the popular programs.
   b. I have a Mac.
   c. Writing skills are important.

6. Nice to meet you.
   a. We have a meeting.
   b. Yes, please.
   c. Nice to meet you, too.

7. I have a second interview tomorrow.
   a. Are you ready?
   b. How about next week?
   c. Where was the meeting?

8. Do you have any qualifications?
   a. It’s the highest quality.
   b. I have a teaching license.
   c. I’ve lived there for five years.

9. Should I write in pen or pencil?
   a. Either one is fine.
   b. I don’t like to use pencils.
   c. Please sign at the bottom.

10. She’s Kathy Johnson, isn’t she?
    a. Sure, I would be happy to.
    b. Yes, I’ve seen Kathy before.
    c. Yes, that’s right.
    d. A woman is at the customer service counter.

Track 24
Listening One
A: How many people do we have?
B: In the factory?
A: Yes.
B: Sixteen in production, and six in shipping.
A: Okay. Move two more to production.
B: So, four in the shipping?
A: Yes.

Listening Two
1. Okay, so this is the day one for both of you.
2. Yes, is it. Where should we start?
A: I want you to work with Sam. He will teach you how to run the machine.
C: Okay. I’ll pay attention and learn as fast as I can.
B: Me too.
A: Alright. Follow me.

Listening Three
A: Hi, I’m looking for Perry Tipton, the factory manager.
B: He’s not here today. It’s his day off. I’m Roger Lemon, the assistant manager.
A: Okay, can you give these papers to Mr. Tipton when he gets back?
Listening Four
A: Ms. Johnson, there’s something wrong with this printer. See these black lines?
B: Oh, that’s not good. I’m glad you saw that. Let’s turn off that printer.
A: Okay, should I try to fix the problem?
B: No, I’ll ask the printer company to send a repairman.

Track 27
Example: It was built last year.
This year will be a good year.
1. Is that what you want?
2. Where did you put it?
3. She went to a good university.
4. Would you like to see the factory floor?
5. This is my first year here.

Track 28
1. My shift starts at 9:00.
   a. That’s okay.
   b. Really, we will be working at the same time then.
   c. I didn’t see it before 9:00.

2. Remember to clean up after you’re finished.
   a. Where should I put the tools?
   b. When do you think you’ll finish?
   c. I’ll tell you tomorrow.

3. When’s the inspection?
   a. The inspector will be coming.
   b. At the factory.
   c. Next week.

4. Why didn’t they finish?
   a. The main machine broke.
   b. I’m sorry to be late.
   c. They didn’t.

5. Where do these empty boxes go?
   a. Plastic bottles and paper.
   b. Outside the back door.
   c. We have a few more.

6. When are the new filters coming?
   a. They should be here next week.
   b. There are three new filters.
   c. They didn’t.

7. How many people are working tomorrow?
   a. They need to wear them all the time.
   b. We have four shifts a week.
   c. I think around 30.

8. When’s the next coffee break?
   a. Let’s meet tomorrow.
   b. In an hour.
   c. Please be careful.

9. Who are the most experienced workers?
   a. I didn’t see all the employees.
   b. We have four shifts a week.
   c. I think around 30.

10. Don’t forget to wear gloves.
    a. Okay, I’ll put them away.
    b. The gloves are in the cabinet.
    c. I won’t.

Track 29
Listening One
Recently, many of our factory workers have been leaving to take other jobs. It is becoming a big problem. We are spending a lot of money on recruiting and training. So president Patterson has decided that the best way to fix this is to pay the workers more. All factory workers will receive a twenty percent increase in salary immediately.
Managers’ salaries will not change. We are hoping that will fix the problem and make our workers want to stay here.

Listening Two
Thanks for coming to the Napa Hills Winery tour. Today, we will show you how we make fine Napa Hills wines. All of our grapes are grown here in the Napa Valley, so we know they are very fresh. We then make grape juice, and the juice is put into these tanks. There are many tanks, and each tank has juice from a different kind of grape. And these different juices make different kinds of wine.

Listening Three
Good morning, ladies and gentlemen. I’m Amanda Fulton, your company safety officer. And today, I want to talk about worker safety. As you know, we work with a lot of dangerous machines, but I’m proud to say, we have not had a bad accident for more than three years. So let’s remember some basic safety rules. One, wear your safety equipment. Two, look around and pay attention. Three, make sure you report unsafe conditions to your manager right away.

Listening Four
Welcome to Barton Manufacturing. We are one of the largest car parts manufacturers in the country. Many of the world’s biggest car makers use our products. We hired all of you because we are opening a new production line next week. So, we will begin training today. Many of our more experienced workers will show you how to use the new machines. So, please pay attention!
10. The network is down.
  a. Yes, the net price is down.
  b. Really? I'm not sure about my net worth.
  c. Really? My email is working.

Track 34
Listening One
I'm afraid our main computer network isn't working today. We are putting in a new server. However, we set up a temporary wifi network that you can use today. You need a user name and password to log on. Your user name will be your employee number, and the password is "netnet03". The new server will be ready this afternoon, so you can use the normal network later on today.

Listening Two
Thank you for calling Skylink Satellite Television Services. To sign up for Skylink Satellite Television, please press '1' for the sales department. To report a problem with billing or payment, please press '2' for the accounting department. For a service problem, please press '3' for technical support. To hear this menu again, please press '5'. If you would like to speak to an operator, press '0'.

Listening Three
As you know, we had some serious security problems recently. So, we decided to improve our security system. Everyone will be given a new company ID card. You will need this card to open the doors, use the copy machine, and get in and out of the building. You need it for everything, except the coffee machine, so don't lose your card. If you DO lose your ID card, please tell the security office right away.

Listening Four
Welcome to the Lifetime Insurance Company. All new employees need to get a company email address. Everyone should have an email application form in front of you. If you don't, put your hand up. Mr. Paulson will give you one. Please fill in the form. You will get your new company email address and password tomorrow. Don't try to change your password. If you need to make any changes, talk to the IT support staff.

Track 35
1. a. The man is carrying a box.
   b. They are building a ship.
   c. People are getting on the boat.
   d. A crane is moving containers.
2. a. She is looking at a pair of shoes.
   b. The woman is checking the price.
   c. The man is sleeping.
   d. The nurse is lying down.

Track 36
Listening One
A: Can you send me the invoice?
B: Okay. Do you have the receipt?
A: Yes, I do.

Listening Two
A: We're sold out of colored paper unfortunately.
B: Okay. Well, what about the pens we usually order? Can we get more of them? We need ten packs.
A: Yes, we have lots of pens. Is your company going to pay?
B: No, I'll give you a credit card number. Oh, and I need a box of envelopes, too.
A: Sure, no problem.

Listening Three
A: Hi, I'd like to look at some bicycles. I'm looking for something light. I want to carry it on my car. So it has to be quite light.
B: Okay. Well, we have many bikes, and many are quite light.
A: Great. How much are they? I have $1,200.00. But I can't spend any more.
B: Okay, why don't we check the catalogue together?

Listening Four
A: I hope the shipment from the factory won't be late.
B: Yeah, the last shipment wasn't on time.
A: Yeah, and the shipment before!
C: The factory said Wednesday.
A: Can you call them and check? I want it by Thursday.
B: Friday at the latest. My customers are waiting.
C: Okay, let me call and check.

Track 37
Example: How much is it?
1. I think it should arrive on Friday.
2. I need a box of envelopes.
3. I'm afraid we're sold out of that.
4. It's a little expensive.
5. I need an invoice.

Track 38
Can I help you?
A: The changing rooms are over there.
B: Sure, what can I do for you?
C: I'm just looking, thanks.

Track 39
Listening One
Attention, shoppers. This weekend, Mandy's has some great prices. Today and tomorrow sweaters are on sale. These sweaters are usually $50.00. They are now on sale for $40.00. The other sale is on jeans. The jeans usually sell for $60.00. Right now you can buy them on sale for $45.00. Both sales will finish on Sunday. The items will be regular price on Monday.

Listening Two
Hello. This is Don Taylor from Cedar Gardening. I got your message about our work. The price for cutting grass is $60.00 per hour, and it took us two hours. You also asked us to clean the sidewalk. That was a $30.00. So the total price was $150.00. I sent you an invoice for this yesterday. If you have any more questions, please call me back.

Listening Three
Okay, so you have three packages here. The first package must be sent overnight express. That will be $25.48. It will arrive by twelve o'clock tomorrow. The other two packages will arrive by Friday. The second package is first class mail, and that will be $8.76. The third package is also first class mail, and that will be $10.97. So the cost for all three packages will be $45.21.

Listening Four
September is coming soon and back to school goods are now on sale. Our school set for first grade students comes with a pencil case, ten colored pencils, a pair of scissors, a ruler, ten crayons, five pencils, an eraser and a glue stick for a set price of only $10.00. These items usually cost $15.00. Save money and get ready for school.

Track 40
1. a. A doctor is seeing a patient.
   b. People are waiting for a doctor.
   c. The man is sleeping.
   d. The nurse is lying down.
2. a. A helicopter is landing.
   b. He is going on a trip.
   c. The medical team is working together.
   d. People are lying on the ground.

Track 41
Listening One
A: Did you get the results of your health check?
B: Yes, the doctor said I'm basically okay, but I need to lose some weight.
A: Really? You're not that heavy.
B: Well, I'm 180 cm tall, and I'm just a little heavy for my height. So, the doctor told me to exercise more.

Listening Two
A: Joel! Your arms!
B: Yeah, they're red.
A: Does it hurt?
B: No, but it's itchy.
A: When did it happen?
B: Right after lunch.
A: You might have a food allergy.
B: You think so?
A: Maybe.
Listening Three
A: Did you send the forms to the insurance company? 
B: Not yet. You need to sign them first.
A: I signed them all yesterday.
B: Oh, I didn't know that. I'll send them out right away.

Listening Four
A: I really need to see Doctor Cooper. I have a big hole in my tooth.
B: Okay. Can you come in at 6 o'clock tonight?
A: Can he see me any earlier than that? It really hurts.
B: I'm sorry. He is at his other clinic until noon and he has appointments all afternoon.

Track 42
Example: No, not yet.
1. I need to lose some weight. 
   a. Sure, I'd be happy to.
   b. Maybe, if you don't mind.
   c. Not really. I'm really tired.

2. What is the matter? 
   a. My stomach hurts.
   b. It doesn't matter much.
   c. Not really. I'm really tired.

3. Did you make an appointment? 
   a. Yes, at 3 o'clock.
   b. Yes, I just bought one.
   c. Yes, I was here yesterday.

4. Do you have insurance? 
   a. Perhaps, I will.
   b. Of course, I do.
   c. Naturally, I didn't.

5. Is the doctor here? 
   a. No, but he will be here soon.
   b. No, I'm not.
   c. No, but he won't mind at all.

6. Is this your first visit to the clinic? 
   a. Yes, it is.
   b. Yes, I am.
   c. Yes, I will.

7. What happened to your eye? 
   a. Yes, the glasses are on the counter.
   b. I ran into a telephone pole.
   c. I want to get contact lenses.

8. Does it hurt? 
   a. Not really.
   b. Not likely.
   c. Not possible.

9. How did Bob get hurt? 
   a. He will be here at six.
   b. He fell down the stairs.
   c. He found it at his house.

10. Do you smoke? 
    a. I quit last year.
    b. My boss told me to meet with you.
    c. I sent it to you yesterday.

Track 43
Example: No, not yet.
1. Are you feeling okay? 
   a. Sure, I'd be happy to.
   b. Maybe, if you don't mind.
   c. Not really. I'm really tired.

2. What is the matter? 
   a. My stomach hurts.
   b. It doesn't matter much.
   c. Not really. I'm really tired.

3. Did you make an appointment? 
   a. Yes, at 3 o'clock.
   b. Yes, I just bought one.
   c. Yes, I was here yesterday.

4. Do you have insurance? 
   a. Perhaps, I will.
   b. Of course, I do.
   c. Naturally, I didn't.

5. Is the doctor here? 
   a. No, but he will be here soon.
   b. No, I'm not.
   c. No, but he won't mind at all.

6. Is this your first visit to the clinic? 
   a. Yes, it is.
   b. Yes, I am.
   c. Yes, I will.

Track 44
Listening One
Paging Dr. Henry Martin, Dr. Henry Martin. You have an emergency telephone call. Please contact the front desk in the main hotel lobby immediately. Once again, paging Dr. Henry Martin, please contact the front desk immediately.

Listening Two
Hi, this is Dr. Mary Wheeler, The Wheeler Clinic is closed. Our office hours are 9:00 to 5:00, Monday through Friday. If this is an emergency, call me on my cell phone at 8353-7231.

Listening Three
All emergency room staff, please report immediately to the emergency room. There has been a serious bus accident on the freeway and several ambulances will be arriving in the next few minutes. All emergency room staff, please report immediately to the emergency room.

Listening Four
Most people don't drink enough water. More than half of our body weight is water. And if we don't get enough, our bodies don't work so well. It makes us feel tired and slow. We get sick more often and it even makes us think more slowly. So why not start every morning with a big glass of cool, refreshing water? It's a great way to begin a great day.

Track 45
1. The people are planning a building. 
2. The man is measuring something.
3. He is wearing a baseball cap.
4. The construction worker is taking a break.

Track 46
Listening One
A: What time will you be here to fix the heater? 
B: I will be there between 1:00 and 3:00 this afternoon. 
A: Could you come in the morning? I need to visit the doctor.
B: I will do my best to be there before noon.

Listening Two
A: I would like to rent an apartment with one bedroom. 
B: At the moment, we only have apartments with two bedrooms. 
A: I don't have enough furniture to fill such a large space.
B: Would you like me to call you when we have a smaller apartment?

Listening Three
A: My wife and I hope to buy a house next year. 
B: It's for parking.
A: We want to move to an area that has better schools. 
B: You should look at our neighborhood. We both live in the same area, and the schools are excellent there.
B: Yeah, and it's a quiet neighborhood too.

Listening Four
A: My wife and I hope to buy a house next year. 
B: Really? Do you want to stay in the same town?
A: No. We want to move to an area that has better schools. 
B: You look at our neighborhood. We both live in the same area, and the schools are excellent there.
B: Yeah, and it's a quiet neighborhood too.

Track 47
Example: The house is near a park.
1. You can't keep any pets.
2. The bathroom is at the top of the stairs.
3. It's a new five-story building.
4. Construction will start at the end of the month.
5. Is there an elevator in the building?
Track 49

Listening One
The next apartment I’ll show you is a two-bedroom. It has a modern kitchen and a big refrigerator. The living room is quite large. The bathroom is a little small. It has a shower but there is no tub bath. However this apartment is on the fifteenth floor and the view is wonderful. The building is close to the shops. There is a grocery store right up the street. And you can rent it from September 1st.

Listening Two
Hi. My name is Nancy Davis. I’m calling about installing your home wireless internet service that is scheduled tomorrow. I will bring a modem and a router. You’ll need both, I’ll make sure everything is connected and working. But you need to phone our customer service line. They will help you set up your computer. The setup is quite easy. Our customer service center will help you with that. Thank you and I will see you tomorrow.

Listening Three
On Sunday, May 2nd from 7 am to 7 pm the university library will be closed. We’ll be fixing the library’s air conditioning system. During this time, all electricity to the building will be turned off. Students can bring back books, using the book return box outside the front door of the library. If you have any questions, please read the noticeboard in the university center.

Listening Four
Hello. This is North Star Gas. We are calling to ask about your gas bill. This month’s bill for March was $67.98. This month’s bill for March is $57.35. So the balance right now is $125.33. February’s bill was $67.98. Did you remember your account number?

Track 50
1. a. She is taking out her bank card.
   b. The customer is paying the shop.
   c. The person is getting some money.
   d. The person is entering the amount.
2. a. All the public phones are taken.
   b. People are doing some banking.
   c. There are five ATM machines.
   d. People are lined up in front of a bank.

Track 51

Listening One
A: Why are you still renting an apartment? You should buy a house.
B: I don’t know. Renting is easier and buying a house is expensive.
A: Really? But, buying is a good investment. I walked past the bank the other day and I saw that interest rates were down to 3.25%.

Listening Two
A: Do you have your receipt?
B: For what?
A: For lunch, last week.
B: I have it at home somewhere. Why?
A: You should give it to accounting.
B: Why?
A: It’s a business expenses. They’ll pay you back.
B: It was only a few dollars. It is not worth the trouble.

Listening Three
A: Are you going to pay by credit card?
B: I prefer to pay cash.
A: Here is my business card.
C: I think we are going by bus.

Listening Four
A: Where should I send the bill?
B: I don’t have any small bills.
A: I will ask them to send it to you.
C: Send it to our accounting section.

Track 52
Example: The bank isn’t open yet.
1. I don’t have enough money.
2. I want to open an account.
3. I need to get some insurance.
4. I forgot to pay my credit card.
5. I lost a little money on it.

Track 53
1. Are you going to the bank today?
   a. No, I will go today.
   b. No, I don’t have time.
   c. No, I don’t work there.
2. Where should I send the bill?
   a. I don’t have any small bills.
   b. I will ask them to send it to you.
   c. Send it to our accounting section.

Track 54

Listening One
A: I don’t have any small bills.
b. I will ask them to send it to you.
c. Send it to our accounting section.

Listening Two
This is Pamela Morgan with the KLYE Radio Afternoon. Stocks are generally higher this afternoon, after the government announced a cut in interest rates. House prices continue to fall for the eighth month in a row, but the number of jobs created was higher than expected. The dollar is up slightly, while the euro continues to drop. This is Pamela Morgan for KLYE Radio.

Listening Three
Good evening. I’m Simon Windsor, your host for the program, Money Talks. Our guest tonight is Marion Timkins, author of the books *International Investing* and *Four Types of Successful Investors*. Everyone should read these two books. But today, Ms. Timkins is going to discuss her latest book, called, *The New Markets: Investing in China, India and Brazil*. Marion Timkins, welcome to the show.

Listening Four
Hi, Darren. This is Marco Harper, at Harper, Martin and White. I am calling today to tell you about a new company stock. I think this stock will go up. This is a great chance because the company is still small. I think you could make a huge profit on this stock. I’m investing my own money too. Call me back at 334-984-9873. You will be sorry if you miss this one.