

Questions 1 through 3 refer to the following conversation.

W: Welcome back, Spencer. How did everything ()
at the trade show?

M: Thanks. A lot of people visited our booth, but we didn't receive
many orders. I think if we had given () of our
printers this year as we've done during ()
events, sales would have been higher. As for the
() trade show in Atlanta, we should
() having a space where people can try out our
printers.

W: I'd like to hear more about that, and I think the
() of the sales team would too. Why don't you
() your proposal during tomorrow's staff
meeting?

Questions 4 through 6 refer to the following conversation.

W: Roger, could you give me the list of the people who will be
() the fund-raising dinner on October 23?

M: I haven't made one yet. I heard from Mr. Taylor that a few of the
people we sent () to still haven't confirmed
() or not they'll be able to make it. Once we've
received () from all of them, I'll give you the list.

W: Oh, I'm () to let the convention center know by
Wednesday how many people will be attending. That way they'll
know how many tables and chairs they have to prepare in their
dining room.

M: In that (), I'll call the people we haven't heard
from yet and get their answers now.

Questions 7 through 9 refer to the following conversation.

M: Hi, I'm here to () up an order for Bruno's Trattoria. In () to that, I'd like two containers of olive oil. My name is Jack Brennan.

W: All right, let me check if your order is ready... I'm sorry, but I don't see it here on our computer. Could it be () a different name?

M: No, I () my name when I called. I really have to get those vegetables to the restaurant soon so we can start preparing for the lunch ().

W: No problem. I'll get the order ready now. Why don't you make a list of the items you need? While I get them (), you can select from our () of olive oils in the cooking oil section over there.

Questions 10 through 12 refer to the following conversation.

W: Hello, I'm calling about your newspaper () for a used travel trailer. If it's still for sale, I'd like to know how much you're () for it.

M: It is still for sale, though someone is coming to see it this afternoon. As for the price, I'm asking 6,500 dollars. It's eight years old but still in () condition, and I've just had all of the windows () with new ones. Why don't you come by and take a look at it? I live at 294 Spence Street.

W: OK. I work until six o'clock. How about I call you back after that to make () you haven't sold it? If you haven't, I'll come right over.

M: All right. I'll be () your call.

Questions 13 through 15 refer to the following conversation.

M: Hi, Carla. Do you have some free time? I'd like to go over the
() for Monday's shipment of materials to the
Westchester () site.

W: Sorry, I don't this afternoon. I have a meeting at Glaxton Cement.
I'm going to () our new line of products to
some of their buyers. Their office building is on the other side of
the city, so I'm () I won't be back here after I
meet with them.

M: All right, then let's take a look at them tomorrow. As for going to
Glaxton, I () taking Route 36 instead of
Highway 27. I heard that traffic is slow on the highway because
of ().

Questions 16 through 18 refer to the following conversation.

W: Nathan, when will the new () for the nurses' station arrive? We're running low on () gloves and I'm worried we don't have enough for the rest of the week.

M: I haven't () the order yet. Sharon Foster, who works the night shift, told me she wanted to () a few items to the order, but I haven't seen her since Sunday.

W: Well, we need to place the order soon. I usually see Sharon before my shift (). When I see her, I'll tell her to speak to you as soon as ().

M: Actually, could you tell her to () a note on my desk with a list of the items she needs ()? And I'll place the order first thing tomorrow morning.

Questions 19 through 21 refer to the following conversation.

M: Excuse me. I really like these pants, but they're a

() too long for me. Do you have another

() like these but shorter?

W: Sorry, but those are the shortest ones we have in that color. We

do () a tailoring service, but only on weekdays

when our () is here. I could ()

you now if you'd like, and the pants would be ready by Monday
afternoon.

M: Actually, I was hoping to wear them to a golf tournament

tomorrow.

W: Well, I know there's a tailor a () of blocks from

here on Jefferson Avenue. They're open today. Let me call them

to () out if they offer rush service.

Questions 22 through 24 refer to the following conversation.

W: Hello and thank you for calling *Cultured Magazine's* customer service (). How can I help you?

M: Hi, my () will end with this month's issue, so I'd like to () it. And I'd like the magazine sent to my home instead of my office beginning with next month's ().

W: Thank you very much for renewing your subscription, sir. Now, if you give me either your name or subscription account number, I can () your account in our database and make the () changes. And would you like this month's issue () to your office or your home?

M: To my home, please. My name is Billy Finch.

Questions 25 through 27 refer to the following conversation.

M: Hello Ms. Rodriguez. This is Brian O'Donnell from McManus & Associates. I'm calling about one of the () you provided on your job (). I tried the number for the law () you worked at in Denver, but it's not in service. Is it () that the number we have is ()?

W: Oh, I'm sorry to hear it didn't work. The firm moved to a new () in Denver a month ago. I was under the () that they would continue using the same number. Why don't I call you back after I find out what their new number is?

M: I'd () that. My policy is to speak with at () two references for each candidate before I interview them.

Questions 28 through 30 refer to the following conversation.

W: Good evening. Welcome to the Bangalore Grill. Do you have a
()?

M: Yes, it's under Connor. I () a table for six
people, but a friend of ours made a last-minute
() to join us. Does the table have room for one
more person?

W: I'm sorry, sir, but the table reserved for your party cannot
() any more than six people. If you and your
party don't () waiting in our lounge, a larger one
should become () in about half an hour.

M: That's fine. Two of my friends are now on their way from the
airport and will be a bit late, so we don't mind waiting there at all.

Questions 31 through 33 refer to the following telephone message.

Good morning Ms. Madison. This is Christine Sullivan calling from Pure Springs Water Supply. We plan to () the bottles you ordered for your water cooler later today, but before we make the delivery, we must () how many bottles you would like. You see, we've had some trouble with our database () and some information that customers have sent to us via our Web site is (). So could you please call me back as soon as possible? In the (), I'll get 12 bottles ready for delivery, which, if I remember (), is the number of bottles we usually send to you each month.

Questions 34 through 36 refer to the following announcement.

Attention all staff. As () announced, the fifth floor laboratories will be closed next week so that a new electrical system can be (). The new system will make it possible for us to operate equipment that () large amounts of power. What's more, we will no () have to avoid () using some of the bigger machines. Members of Dr. Langhorne's research team can move to the lab on the third floor to () their work next week. Anyone else who usually works on the fifth floor can find out from their () where they should be during the installation.

Questions 37 through 39 refer to the following telephone message.

Hello Mr. Ferguson. This is Tony Mills calling to let you know that I'm running a bit () schedule this morning. When I arrived at the (), the equipment wasn't ready to be put on the truck. It's being () on to the vehicle now, but I won't be able to () it to the construction () by the scheduled time of 11:00 A.M. Would you mind calling the () at the site to let him know that there's going to be a ()? I think all the equipment will be ready to go in about half an hour, so I should be able to get it to him by early afternoon.

Questions 40 through 42 refer to the following talk.

Before you leave, I'd like to thank you for making our opening night a huge (). I'm certain all our guests were () in the relaxed () you helped to create. Kim Addison from the *Daily Times* told me that she really enjoyed the food. She also said she would write a good () of the restaurant for next Saturday's paper. As for tomorrow, the jazz band Billy's Bob Cats will be () here in the evening. When your shift begins, I'll ask some of you to () the tables and chairs in the dining room to make space for the band and their (). Enjoy the rest of your night, and thanks again for all your hard work!

Questions 43 through 45 refer to the following introduction.

Before the next () begins, I would like to thank the staff of the Newton Convention Center for their warm (). They work very hard every year to prepare these () for us, and because of their () efforts, this conference has always run (). Now, our next speaker, Dr. Charles Wolcott, has been the head of the engineering department at Horicon Electech for more than 15 years. He is also one of the world's () experts in the field of wind power generation. Today he will be talking about new electricity () technologies and how they can be used to better manage power (). Please join me now in welcoming him to the stage.

Questions 46 through 48 refer to the following recorded message.

Thank you for calling the Dewport Nautical Museum,
() seven full-scale reconstructions of 19th century
sailing (). This month, the museum will be
() an exciting new exhibition. More than 80
stunning () from photojournalist and explorer
Nicholas Smith will be on () in our Portsmouth
Gallery. These early photographs, on () from the
Gibraltar Art Gallery, will be here until February 29. We're also
offering lower () prices on weekdays and special
() for groups. For details about other
() events and admission prices, please visit the
museum Web site at www.dnm.org.

Questions 49 through 51 refer to the following telephone message.

Hello Mr. Summers. This is Cynthia Anderson ()
your call. You wanted an () for painting your house.
I stopped by your place this morning but you weren't there. After
taking a () look at your home, I noticed it needs a
new roof. If you plan to have the roof () anytime
soon, I () having that done before the house is
painted. I know a contractor who () in roofing and I
could () you to him. As for my estimate, I won't be
able to finish it () I've looked at the back of your
house. I could come over Saturday morning if you'd like. Please give
me a call back and let me know.

Questions 52 through 54 refer to the following radio advertisement.

Belfiore's Pizzeria () Pier 29 in Santa Barbara has been using the freshest () and offering its wide selection of pizzas for five (). To () 50 years of serving great food, we will be offering 50 percent off all our pizzas for one week beginning on May 8, the date on which we first opened. During this () week, you will also be able to enjoy our lunch buffet for half the usual price, with a () of pizzas, salads, appetizers and desserts to choose from. So come on over to our restaurant or call us at 555-6134 for () service. We look forward to () you.

Questions 55 through 57 refer to the following short talk.

Before we take a look at the poster designs for the
() summer music festival, I'd like you to meet our
new part-time (), Denise Lawrence. Denise goes to
college during the week, so she'll be helping us out with some
campaign work on weekends and Thursday evenings
() up to the big event. She's also a photographer
and will be taking pictures for some of our ()
materials. And she's interested in writing, so we hope she'll have
some time to help Chris with press () and
advertising copy. Please take a () to introduce
yourself to her today, and let's all make her feel welcome.

Questions 58 through 60 refer to the following excerpt from a meeting.

To manage our sales teams more (), all supervisors will start using online scheduling software this month. The software will help you to quickly () who is meeting with a client or away on a business trip. Harry Nelson, who works in the technology department, has () that we use some software called Scheduler-Plus. The company that makes the software has agreed to () us one month to try it out at no (). Harry will install it on all of your computers next week. () before the end of the trial period, I'd like all of you to let me know what you think about Scheduler-Plus and () you feel we should () using it or not.

Questions 61 through 63 refer to the following conversation.

M: Hi Alicia. Sam told me that you bought a new van. I'm thinking of buying one too. What () did you get?

W: It's a Grison, but it's not new. I was offered a great () at a used car dealership on Highway 11. The van is only two years old, and it's in great ().

M: The car I have is too small for my family and it has broken down twice this winter. I've heard that Grisons are very (). Are you happy with yours?

W: I'm () with it so far. You can take a look at it when our shift () after the five o'clock meeting. You could even take it for a test () if you'd like.

Questions 64 through 66 refer to the following conversation.

W: Mr. Woods, I've just gone through the () for the cleaning supplies we (). I don't think we should be paying so much for them.

M: You're right, Debby. Since fewer people have joined our health club (), we have to be more careful about (). Do you know of any () that sell cleaners at lower prices?

W: I've already called one. They can sell us the same brand we use for 20 percent less than what we've been paying. And I'm going to call two more businesses and () their prices.

M: That's a good idea. I was planning to () some cleaners this week. So let me know by Friday which supplier you think we should do business with.

Questions 67 through 69 refer to the following conversation.

M: Hello, I'm calling because I might have left my wallet in your café.

I think it () out of my pocket after I sat down at the table in the corner.

W: A customer did find a wallet today, but I see two of them here in

the lost and () box. Why don't you

() yours to me so I can check if we have it or not?

M: OK. It's made of brown () and has a flap with a

silver snap. The flap also has a small () on one corner.

W: That describes one of them. You can stop by this evening to pick

it up, but keep in () we close at nine o'clock on weekdays.

Questions 70 through 72 refer to the following conversation.

W: I () your coming here early today to meet with me, Mr. Holloway. First, I'd like to go over your () with you, which states here that you worked at an () where you designed magazine ads. Have you brought any samples of your work?

M: Yes, here's my (). Most of the ads in there were produced by the () team I was part of in Toronto. There are also a few from a company I worked for in Calgary.

W: They all () to be well designed. They're also () to the work we produce here at the Hudson Roth Agency.

M: I realize that, Ms. Kerry. In fact, that's why I think the () would suit me.

Questions 73 through 75 refer to the following conversation.

M: Hi Amanda. It's Stewart McAllen from the () Department. I was hoping you had time today to meet and () the schedule for the upcoming employee performance ().

W: Sure, but Mr. Meyers knows more about that than I do. He's () on a business trip this week and won't be back until Monday. Can it () until then?

M: Actually, Mr. Hennessey, who will () the reviews, wants to () the schedule with me tomorrow. I'd like to make sure all the staff in your department are going to be available at the times we plan to () them. It shouldn't take long.

W: OK. Well, I'd be happy to help out. Now I'm about to make a () call, so I'll stop by your office after that. I'll see you in about half an hour.

Questions 76 through 78 refer to the following conversation.

W: Hello. I'm calling because I think there's something
() with my X-185. Since I bought the camera at
your store last week, I can only use it for about an hour before it
needs to be (). Surely the battery should
() longer than that, shouldn't it?

M: Actually, that () on how much power you're
using when taking pictures. Some (), such as
the flash, use more power than others. Have you tried the
camera's power saving ()?

W: No. I wasn't () it had one. How can I turn it on?

M: Press the green button near the lens. If that doesn't help, bring
the camera to our store. We can () some tests
to find out what's wrong with it.

Questions 79 through 81 refer to the following conversation.

M: Hello, I'd like to place a () ad in tomorrow's newspaper.

W: Sorry, it's too late to put one in that (). However, we could put it in the following day's paper. How long would you like us to () the ad?

M: Well, I'm moving to New Jersey in a () of weeks and hope to sell some antique () before I go. Could you run it for ten days?

W: Of course. Please send us the ad (), including any photos you want printed, by e-mail. Remember to fill out and () a classified ad submission form, available on our Web site. If we get those by 6:00 P.M. today, your ad will be in Friday's paper.

Questions 82 through 84 refer to the following conversation.

W: Andrew, I'm () I caught you before you left. I want to know what you think about sending fewer people to the computer expo next month. Lots of () customers have been requesting () of our new monitors, so we'll likely need several marketing team members working here that week.

M: I think it's too late to change our plans. We've already put down a () on 11 rooms at the Bayview Inn that week. If we cancel any rooms, we'll () lose that money.

W: I don't think they'll keep all of our deposit. Listen, I () to work with one of the managers of that hotel. Let me call him and see if he can help us out.

Questions 85 through 87 refer to the following conversation.

M: Patricia, have you seen the latest report on our

() of canned soups? Sales have really

() up this year.

W: It's rather () considering how poorly they sold

last year. I () the advertising campaign we

started last winter helped to make the products more

() to consumers.

M: Yes, but many of our () have launched similar

campaigns this year for their soups. I think the reason ours are

so popular is that they're more () than other

brands.

W: Well, we'll find that out at tomorrow morning's marketing team

meeting.

Questions 88 through 90 refer to the following conversation.

W: Jason, I heard that () of the new art gallery will begin in the spring. Have you had time to go over the () designs?

M: I spent all morning looking over them. I was () by the one Mariko Fujita created. If we decide to go with her design, the gallery will have four () exhibition spaces.

W: That's the one with the outdoor () garden, right? I thought it was good, but my () was the six-story building that Jake McKenzie designed. The big windows he () would make the gallery really stand out.

M: I liked it too. He's very talented at creating eye-catching buildings. I'm going to suggest to the other () members that we select one of those two designs.

Questions 91 through 93 refer to the following telephone message.

Hello Ms. Davison. This is Jim Finley. I spoke with you on Tuesday about () the banquet hall at the Dayton Cultural Center. I'm calling back because I'd like to () the space if it's still available on May 23. Originally, I was planning to () an outside caterer for the function. After you () that the center could () food and drink, however, I'd like to know more about this service. You won't be able to () me by phone later this afternoon, as I'll be in a meeting, so please call me back this evening or tomorrow. My number is 555-5879. I hope it's not too late to book the room. I look forward to hearing from you.

Questions 94 through 96 refer to the following radio broadcast.

This is RPF D Radio, the jazz station for the Phoenix

() area. You just heard the ()

song from singer and pianist Tizzy Seidenberg. And now the

() Tizzy fans have been waiting for. We will be

() only a few seconds of a song from one of Tizzy's

older albums. The first person to call in and tell us the

() song title will win tickets for two to Tizzy's

() at the Olive Sword Club next Saturday. Get

ready to call me at 555-3868, and good (). Here

we go.

Questions 97 through 99 refer to the following excerpt from a meeting.

As I mentioned in last week's meeting, we are looking for ways to () the number of viewers of our morning show.

Earlier this week, art () Marion Connelly proposed making two changes in December. First, she wants to () the set for this program so that it () to a younger audience.

She'd like to () the background curtains and flower arrangements with a wide window view of the city and do some other (). Second, she feels interview schedules and profiles of our guests should be () on our Web site. I want these changes to be made before next year, so I'd like us to create a schedule by November 20 for () them.

Questions 100 through 102 refer to the following telephone message.

Hello, it's Veronica Hewitt from apartment 34-D. This is the second time today I've tried to get in () with somebody in the management office. The () I'm calling is that someone has been using my parking space in the building's parking (). When I came home from work yesterday, a grey truck was in my space. The same truck is there this evening. I had to park in the area () for visitors. The tenant who uses the parking space next to mine told me the () was in his spot last week. I put a () on the truck's windshield to let the owner know about the problem. I hope it doesn't happen again. Please () me soon. Thank you.

Questions 103 through 105 refer to the following instructions.

Before we open this morning, I'd like you to () how many items we have in () in the frozen food and canned goods sections. I've printed out lists of the products we sell in those areas. Next to each () name on the list, please () how many items are still available. I'd also like you to () the names of the items we are running low on. That will make it easier to () orders for what we need. I won't be here for most of the morning, so when you've finished filling out the lists, please () them to Julia. She'll be () the order forms for our suppliers later today.

Questions 106 through 108 refer to the following announcement.

Good afternoon and welcome to the sixth annual () show of the Australian Security Industry Association. This year's show is () on the theme "Securing a Safer Tomorrow" and () the latest security products and () for business and personal use. Vendors and () from around the world are here to show their () designs and the latest technologies. Throughout the show, many of these products are being offered at () prices only to association members. To join the association, () out a membership form at the welcome desk near the main entrance. This afternoon's product demonstrations will begin in about 15 minutes, so if you are interested in seeing them, please () to the ground floor exhibition space.

Questions 109 through 111 refer to the following excerpt from a speech.

Good evening everybody. I'm Elliot Hobbs, a tax () at Pearce & Parsons. In this seminar, you'll learn how to fill out tax forms and pay taxes (). I know that all of you have local businesses and most of you file tax returns using the () pen and paper method. After the seminar, however, I believe you'll be able to clearly see the () of using e-services for tax payments. Although these services may seem () at first, you'll soon () how easy they are to use. Please feel free to ask questions during the seminar. My assistant and I will also be on () for an hour afterward to answer any other questions you may have.

Questions 112 through 114 refer to the following telephone message.

Hi Joseph. This is Katrina Jenkins from the () department. I hope your first week of work here at R & J Associates is going well. I'm glad you called to () us know that your security pass isn't () you to enter some sections of the building. We've () the security department about the problem and they'll look () it as soon as they receive your pass. They'll also () you a temporary pass, which you can use until they () out what's wrong with the one you have now and () the matter. We'll need to take a photo of you for the temporary pass. Could you come to our office sometime soon so we can take it? Thanks.

Questions 115 through 117 refer to the following telephone message.

Hello, this is Bruce Berkley calling from the () department. I wanted to talk to you about putting a job ad in our Web site's () section. Teresa Sperry, my secretary, () her letter of () this morning. She'll be leaving the company at the end of the month. I'd like to find a () for her before that so she can help train the new person. Could you put the ad on the Web site today? I'm sorry to make this () so late on a Friday, but I hope to start receiving () as soon as possible. I've already e-mailed you the job (). Please give me a call and let me know if you can put it online today. Thanks.

Questions 118 through 120 refer to the following instructions.

You've all done very well on your first day as guides. Now, there are a few things I'd like you to () to do at the end of every shift. First, make sure there's no () in the tour van you used. () the interior and clean the windows if () so the vehicle is ready for the next tour group. Second, if the van has less than half a tank of gas, write the van number on the wall chart by the door. Mr. Farnsworth will check it in the morning and () the tanks that need gas. (), the last person to leave the garage must turn off the lights and () the door. Once again, great job today! See you tomorrow.