

W = woman
M = man
A = American
B = British
N = Narrator

(N) **Questions 41-43** refer to the following conversation.

(WB): Hello, Lance Smithers? This is Victoria Balderston in corporate headquarters. The reason I'm calling is that I haven't received last month's expense reports from your office yet, and they were due on Tuesday. Was this something that was overlooked?

(MA): No, actually sent them to you on Monday with the company courier. I'm sure of it. You haven't received them yet? That's strange.

(WB): Yes, it is. Listen, I can check with the courier's office, but in the meantime, could you send please the expense reports again today, just to ensure that I have them by this afternoon? I'd really appreciate it.

(MA): Sure, no problem. Let's see, it's 8:45. I'll try to get them on the 9 o'clock courier run, but if I miss that I'll have them ready for the 11 o'clock pickup. Sorry about the confusion.

41. Who most likely are the speakers?

- (A) Neighbors
- (B) Friends
- (C) Colleagues
- (D) Parents

42. What is the woman's problem?

- (A) She is missing important information.
- (B) She has too many expenses.
- (C) She cannot contact the courier.
- (D) She missed a deadline.

43. What does the man plan to do?

- (A) Fax information to the woman
- (B) Deliver reports via courier
- (C) Finish a report by the afternoon
- (D) Telephone the courier's office

(N) **Questions 44-46** refer to the following conversation.

(MA): Oh no, the stock market's down again today! I bought Microfirm last month for \$20 a share. Today it's at \$12.28. All my other stocks are down too, except for a couple. Maybe I should find another place to put my money.

(WA): Hey, Fred, I know it's rough. My portfolio's decreased too. But you have to remember that the stock market is cyclical. There are always good times and bad times. The key is to be patient. You don't need your money right away, do you?

(MA): No, not immediately. But I will in about 10 years. I saw a bond mutual fund yesterday that's paying 5.2 percent. And my bank is offering a three-year Certificate of Deposit at 4.5 percent.

(WA): Bonds and CDs have their place in a financial portfolio. But for long-term investing, there's nothing better than stocks. The stock market has averaged about a 10-percent annual return over its history. It's tough to get that kind of consistent profit anywhere else.

44. What are the speakers mainly discussing?

- (A) The stock market
- (B) Bond funds
- (C) Certificates of Deposit
- (D) Interest rates

45. How does the man feel about the stock market?

- (A) Confident
- (B) Despondent
- (C) Optimistic
- (D) Distressed

46. What does the woman suggest the man do?

- (A) Buy a bond fund
- (B) Invest in a CD
- (C) Be patient
- (D) Buy more stocks

(N) **Questions 47-49** refer to the following conversation.

(WA): City utility department, Mary Chambers speaking. How may I help you?

(MB): Yes, I'm new to the city and I'm trying to figure out how garbage and recycle collection work. It's my understanding that garbage is collected on Wednesdays, and recyclables such as paper, plastic and glass are collected on Thursdays. Is that correct?

(WA): No sir, it's the other way around. Recyclables are Wednesday, and garbage is Thursday. You need to put your garbage can next to the curb in front of your house by 7 a.m. Thursdays. You should have two recycling containers, one for paper and cardboard, and one for glass. Those need to be set in front of your house by 7 a.m. Wednesday. On both those days, our pick-up trucks will be there sometime between 7 and 5.

(MB): Oh I see. Thank you very much for your assistance. Just one more thing. I heard that the city is going to start collecting yard waste soon. Can you please tell me about that?

47. What is the main topic of the conversation?

- (A) Yard waste collection
- (B) Garbage collection times
- (C) Recyclable materials
- (D) Collection procedures

48. When is garbage collected?

- (A) Wednesdays
- (B) Thursdays
- (C) Saturdays
- (D) Mondays

49. What will the woman probably do next?

- (A) Say goodbye and hang up
- (B) Refer the man to her supervisor
- (C) Explain about a new service
- (D) Answer another phone call

(N) **Questions 50-52** refer to the following conversation.

(MA): Thank you Karl, that was a good summary from accounting. Next on the agenda is a report from the research department. Laura, how are coming on the new web browser?

(WA): Well, the project is a little behind schedule, because last month's storm delayed a shipment of computer chips from Taiwan. But we're testing a prototype browser, and hope to have it in beta stage within eight weeks, which will be an exciting step for the company. This browser will host an internet platform, meaning all customers will need is our browser to access the World Wide Web.

(MA): That's exciting news, indeed, Laura! Do you have all the components you need now to complete the testing before it goes to beta? Is there anything else we need to order?

(WA): We should have everything we need, barring unforeseen circumstances. Hashkeem and Martin are working on the prototype practically 24/7, and they'll let me know if anything unexpected comes up.

50. Where is the conversation probably taking place?

- (A) In a laboratory
- (B) At a staff meeting
- (C) In a computer store
- (D) At a company party

50. What position does the man hold?

- (A) CEO
- (B) Accounting manager
- (C) Head of research
- (D) Software engineer

50. What does the woman say about the new browser?

- (A) It is ahead of schedule.
- (B) It will soon go to beta stage.
- (C) It needs several new parts.
- (D) It includes a wooden platform.

(N) **Questions 53-55** refer to the following conversation.

(WB): Hey Samuel, have you heard the news about Nathan Richmond? He's going to go over to the Herald. They're giving him his own column.

(MA): Really? Well, good for him, but I'm sorry we're losing him. He's a great reporter, and I'll miss his stupid jokes around the newsroom. How long has he been with us, about 50 years?

(WB): (*chuckles*). Only about 10 I think, but it does seem longer. He's kind of an institution at this paper. Word is that he asked the publisher, Mr. Frankel, for a column last year, but he was turned down.

(MA): What a shame. If anyone deserves his own column, it's Nathan Richmond. He's paid his dues, covering city politics all these years. I wonder who'll cover that beat now. Have you heard, Carla?

53. Who are the speakers talking about?

- (A) A national celebrity.
- (B) A mutual friend.
- (C) A co-worker.
- (D) A newspaper publisher.

54. What does Nathan Richmond plan to do?

- (A) Cover city politics
- (B) Stop writing a column
- (C) Pay his dues
- (D) Accept a new job

55. Where do the speakers work?

- (A) At a newspaper
- (B) At city hall
- (C) At an institution
- (D) At a restaurant

(N) **Questions 56-58** refer to the following conversation.

(WB): Hello, Mighty Maids. Theresa Blanding speaking.

(MB): Yes Ms. Blanding, My name is Tony Dodd, I have a complaint about your service. I used Mighty Maids yesterday, and the woman who cleaned my home -- Nora, is her name -- did not do a very good job. I asked her to scrub the bathroom floors, but when she finished, they looked no cleaner than before she started. I also asked her to clean the oven and do some laundry. She did neither. I'm very disappointed, and I'd like my money back.

(WB): I'm terribly sorry to hear that, Mr. Dodd. Believe me, this is not typical of Mighty Maids service. Unfortunately, I cannot refund your money. However, what I can do is send a different person out tomorrow, who will clean your house this time free of charge. We'd like another chance to prove that yesterday was an aberration. Would that be OK?

(MB): Yes, I suppose. But if the cleaner is not good tomorrow, I will not use your service again, and I'll tell everyone I know to avoid Mighty Maids.

56. What is the relationship between the speakers?

- (A) Employee-employer
- (B) Worker-customer
- (C) Colleague-colleague
- (D) Manager-applicant

57. What is the man's problem?

- (A) He paid too much money.
- (B) He received poor service.
- (C) He forgot to do laundry.
- (D) He lost his credit card.

58. What does the woman offer?

- (A) A full refund
- (B) A money-back guarantee
- (C) An insincere apology
- (D) A complimentary cleaning

(N) **Questions 59-61** refer to the following conversation.

(MA): This flat-screen TV looks like a pretty good deal. It's on sale for \$399. What do you think?

(WA): That's a good price, but we should compare before we buy. I saw an ad where Video Plus promises to match any competitor's offer. And TVs might be cheaper there anyway. I think we ought to look in at least two stores before we get anything.

(MA): Yeah, we could, but when you figure in the cost of time and gas getting to another store, it might end up being cheaper just to buy it here right now. What if we go to Video Plus and it's not any cheaper, but they just match the price?

(WA): Yeah, I see your point, but I'd feel better if we could compare anyway. If the TV is only \$300 at the other store, then it's worth the time and gas to go there. How about if I call Video Plus and ask them?

(MA): All right, that's a good idea. While you're doing that, I'm going to check out MP-4s.

59. What are the speakers mainly discussing?

- (A) The price of electronics
- (B) Different TV brands
- (C) Where to buy a television
- (D) The cost of MP-4s

60. What does the woman want to do?

- (A) Compare prices
- (B) Pay \$399
- (C) Buy gas
- (D) Match the price

61. Where is this conversation probably taking place?

- (A) In an office
- (B) In a supermarket
- (C) In an electronics store
- (D) In a warehouse

(N) **Questions 62-64** refer to the following conversation.

(MB): Ah, Shelly. Back from vacation are you? You look tanned and rested. It's good to see you, actually. While you were gone we ran into a problem with the Martin account. You see, you were away, and Gino was out sick for a week, so we missed our deadline to present the new advertising campaign to Mr. Jeffries. We've rescheduled the presentation for Friday.

(WB): Friday? That's a tight deadline. All right, let's get Gino and meet in the conference room in half an hour. Bring all the design sketches that you've worked up, and have Gino bring all the ad copy he's written. I'll grab the old power point slides and videos of Martin's current commercials.

(MB): Right. Look, I know it's not much time, but I think we'll be OK. I've been working hard on the artwork, and I know that Gino was writing at home even though he was ill. We'll put our noses to the grindstone the next couple of days and everything will pull together. Don't worry, we're going to win this account!

62. What are the speakers mainly discussing?

- (A) A new video
- (B) A company project
- (C) The woman's vacation
- (D) The man's occupation

63. What problem do the speakers have?

- (A) They are inexperienced.
- (B) They lost their artwork.
- (C) They missed a deadline.
- (D) They have no ad copy.

64. What does the man say about the presentation?

- (A) It was rescheduled for Monday.
- (B) There is not enough time to prepare.
- (C) It will be easy.
- (D) It will be successful.

(N) **Questions 65-67** refer to the following conversation.

(WB): All our diamonds are the highest quality, sir. Our manager hand-picks them himself. Your wife is sure to love them!

(MA): They all look pretty, but I'm not sure which kind of ring she'll like. There are so many to choose from!

(WB): Might I suggest shopping by price range, then. If you tell me your budget, I can suggest a smaller range of options, and I'm sure you'll find something to your liking. Also, we offer a full money-back guarantee, so if your wife doesn't like it or wants to exchange, it's no problem.

(MB): Oh OK, that sounds reasonable. Well, let's see. I was hoping to spend no more than \$400, though I might be willing to go a little higher if I find a ring that really looks good.

65. What is the relationship between the speakers?

- (A) Seller and buyer
- (B) Husband and wife
- (C) Firm and client
- (D) Supervisor and worker

66. What does the man want to do?

- (A) Learn how diamonds are made
- (B) Choose a necklace
- (C) Buy a gift for his wife
- (D) Get his money back

67. What does the woman suggest?

- (A) Hand-picking diamonds
- (B) Narrowing the selections
- (C) Making an exchange
- (D) Calling the man's wife

(N) **Questions 68-70** refer to the following conversation.

(WA): So in summary Michael, your review is mostly favorable. You met four of your seven incentive goals, which means your bonus will total \$3,000. You got high marks for promptness and dedication, and need to improve your business etiquette and time management. Do you have any questions?

(MA): Yes, just a couple. What do you do with my performance review after I review it and sign it? Will you use it next year in deciding on salary increases?

(WA): Those are good questions. Your review will go into your file, which is part of your permanent employment record. It will be considered in determining salary, but it's just one factor among many. We'll also consider your overall performance since you joined the company, and any improvement made following this evaluation. In general, you're doing very nice work. Keep up the good work, and you shouldn't have any worries.

(MA): Thank you, Ms. Donaldson. I appreciate your fairness, and I enjoy working for you.

68. What is the woman's position?

- (A) Employee
- (B) Manager
- (C) Counselor
- (D) Receptionist

69. What are the speakers mainly discussing?

- (A) The man's performance review
- (B) The woman's job duties
- (C) How to get a salary increase
- (D) What is in the man's file

70. When does this conversation take place?

- (A) At the beginning of the month
- (B) In the middle of the year
- (C) At the end of the year
- (D) In the summer