

Man. He's furious about how his designs were laid-out in the magazine. I've never seen him this angry.

Woman. Well he is one of the top art designers in advertising and this is the second time that the new secretaries have mixed up the order of his pictures for the ad campaign. The skirts are upside down and the shoes are mismatched.

Man. Boy, I'd be pretty upset too, if I were him. If they hadn't caught the error in time he would have been the laughingstock of the industry.

59. Where does the dialogue take place?

60. What is the art director upset about?

61. What would have happened to the director had the error remained unnoticed?

8. **Man.** Can you tell me what the advantages are to buying a car in your dealership?

Man. Sir, we provide you with the best service. All of our vehicles are less than five years old. Their mileage is very low, and every car is inspected by analysts. We have both automatic and manual cars.

Man. If I were to buy a car, how much of a deposit would I have to leave, and how high is your interest rate on loans?

Man. We require a standard 10% deposit and our interest rate is 5.7%. We have brochures on any make or model that you prefer. Should you make up your mind you will find me at my desk in the corner.

62. What are the men doing?

63. What doesn't describe the cars?

64. Approximately how much interest rate do they charge?

9. **Man.** Excuse me, but can you tell me where my wife is? I'm here to pick her up.

Woman. Sir, we're a very big salon and we have many hairdressers. If you don't know the hairdresser's name, I really don't know if I can help you.

Man. I think she had an appointment today with someone named Bruce, or was it Scott. I can't remember.

Woman. Well we have more than one Bruce or Scott. Is your wife getting her hair cut, a manicure and a pedicure, or is she having her hair dyed? Look, I don't have all day, we have other clients waiting and this is a luxury salon, so if you don't mind....

Man. Gosh, all they ask me when I go to the barber's is "how short do you want it?" I think I'll wait in the reception area.

65. Where is the man's wife?

66. What service does the salon not provide?

67. What is the woman's attitude?

10. **Man.** Ladies and gentlemen thank you for your attention, now if you have any questions?

Woman. Yes Mr. President, I would like to know how much longer you are going to ignore the difficult

working conditions we are all faced with in this company?

Man. Well, Mrs. Rae, as president and C.E.O. of "Cutler's Cutting Cutlery" I would like to assure you that we are doing everything in our power to improve our working environment. We are changing the air-conditioning system, putting in a beverage dispenser and creating a child day-care center for those who have to work on weekends and can't afford babysitters.

Woman. Well that is a step in the right direction. At least we'll be more comfortable doing our jobs. I hope the changes are implemented soon.

68. What does "Cutler's Cutting Cutlery" produce?

69. What is the woman's question referring to?

70. Who will be able to bring their children to the center?

■ PART 4 CD 2 piste 2

1. If you're looking for a computer that you can take with you anywhere you go, we've got the item for you. Our 700X model is a state-of-the-art laptop computer equipped with a web cam, a powerful battery that gives you up to 6 hours of electricity independence and ultra-fast Wi-Fi connection. It comes in various colors and is extremely lightweight. It's small enough to fit into any average-sized purse or bag. With our rapid Internet connection your life is made easier. You can be in touch with friends and family anywhere in the world, download pictures or just browse the net and get information in the blink of an eye. The 700X provides you with independence and saves time. In this interdependent world, what more can you ask for?

71. What is the advertisement for?

72. What doesn't describe the 700X?

73. How will the 700X facilitate the user's life?

2. Ladies and gentlemen, I've requested you to be present at today's board meeting because the information that we're about to give concerns all of you. Our profits have greatly decreased, and the price per share of company stock has dipped below the \$2.00 mark. As a result, we have had to take some drastic measures that will have an affect on everyone. As of the first of the month, 50 employees will be laid off with a month's severance pay. This will be executed based on seniority. Sadly, no exceptions will be made. We know that you are all dedicated and talented men and women, and by no means do we question your abilities. The truth is that we had to draw the line somewhere and the most equitable decision was to keep those who have been with the company the longest.

74. What will happen to 50 employees?

75. Why has the company come to this decision?

76. Who will receive severance pay?

3. Welcome to "Haley's Happy Hotel", your home away from home. Registration should take only a few minutes. Please hand over your picture IDs to one of our hostesses and we'll get you set-up as quickly as possible. Breakfast is from 9 a.m. to 11:30 a.m. For those of you who are on a full-board plan, lunch is served from 12:30 p.m. to 3 p.m. and dinner is from 7:30 p.m. to 10:30 p.m. Beach towels, which you must sign for, are provided at the sports shack by the pool. You must return the towels by sundown or you may be charged extra. You may also find snorkeling equipment, tennis rackets and kayaks at no extra charge. However, anyone interested in scuba diving will have to prove previous diving experience, and diving rates can be found in David's deep-sea diving brochure. I hope that you have a pleasant stay with us and remember that a happy guest means a returning guest.

77. What do guests have to provide?

78. Who can have dinner?

79. What activity will cost extra?

4. Our human resources department has sent a memo to all personnel concerning our new medical insurance coverage. Many of you have not responded to the letter and we are now requiring that all store employees stay after closing hours. For those salesmen who have filled out the necessary forms your names will be checked on our payroll and you may leave as soon as your status has been confirmed. For those of you who have not as of yet filled out the forms, you must provide us with your name, social security number and date of birth. You must also supply us with your cashier identification number and the sales department that you work in. This announcement does not concern those who work on a commission basis, as your insurance is provided by the company you work for.

80. Where is the announcement taking place?

81. Who will be allowed to go home?

82. Why are those who work on commission not concerned?

5. Ladies and gentlemen, this is your captain speaking from the flight deck. Those of you sitting on the left can see the beautiful city of Rome. Our present cruising altitude is approximately 12,000 feet and we are travelling at 600 miles per hour. Weather conditions are clear for now but we expect some turbulence over Cairo. Our flying time to Johannesburg is 13 hours, which is a little longer than usual but we're faced with some pretty strong head winds. I hope that you've had a pleasant flight so far. I'd like to take this opportunity to make a special announcement. Michele and Victor in seats 25 J and K are celebrating their 50th wedding anniversary and I would like everyone to wish them a happy anniversary. 50 years, wow, we should all be

that lucky. And Michele and Victor, as captain of this flight I am pleased to inform you that you have been upgraded to first class to celebrate this special event. Now let's hear it for them, and have a nice flight.

83. Where is the flight bound for?

84. What are Michele and Victor celebrating?

85. What is the captain doing for the celebrating couple?

6. Are you tired of being bombarded by those never-ending useless e-mails known as spam? Well our "Scram the Spam" software program is for you. "Scram the Spam" filters your e-mail messages and recognizes those unwanted advertisements. We know that there are many of you e-mail users out there who are doubtful, but if you try our software program for two weeks and don't like it we will fully refund your money, no questions asked. Our company has built its reputation on quality service and responsibility. Our statistics have shown that we have one of the most efficient software programs on the market. It is user-friendly and can be downloaded from our website in less than 3 minutes. Why not give us a try and be rid of all of that annoying spam once and for all?

86. Who is this advertisement meant for?

87. What will "Scram the Spam" do if the client is not satisfied with their product?

88. How can the client access the software program?

7. What will it be this year, minimalist or baroque? Do you ever find that you're overwhelmed when it comes to redecorating your home? We can help you. When you go through "Brigitte's Beautiful Baubles, Inc." you are sure that your home could be in any interior decorating magazine. Our multilingual staff of interior designers will make sure that your home will be the epitome of good taste. We'll show you our array of fabrics, our furniture designs and thanks to our unique software, you'll be able to see a before and after layout of your rooms. We can provide you with custom-made furniture such as sofas and lounge chairs. Why suffer the headache of redecorating. Look up our website at www.Brigittesbeautifulbaubles.com and you'll discover that redecorating is as simple as a click of the mouse.

89. Who would be interested in this advertisement?

90. What talent do the designers have?

91. What does their software provide?

8. Our turnover this year has been outstanding so far. The company's goal is to achieve the same figures or better for the end of the following fiscal year. Management knows that this is not going to be easy, but we have faith in our employees that you will do your utmost to keep those numbers as high as possible. We have reduced our overheads to a bare minimum

PART 1 CD 2 piste 3

1. (A) He's sweeping the street.
(B) The bus is leaking oil.
(C) The paving stones are being washed.
(D) The water is icy.
2. (A) The woman is working on the computer.
(B) The women are watching television.
(C) The woman is wrapping a gift.
(D) The woman is reading a newspaper.
3. (A) The roots have been upturned.
(B) The roots need dying.
(C) The root of the problem has been found.
(D) The roof has caved in.
4. (A) They are all wearing helmets.
(B) The women are of all ages.
(C) A woman is riding a bicycle.
(D) The bicycle tire is flat.
5. (A) The doors are all locked.
(B) The locks are on the clocks.
(C) The drawer is full of socks.
(D) The padlocks are different sizes.
6. (A) The vehicles are snarled up in traffic.
(B) The cars are stalling.
(C) The drivers are shouting.
(D) The road is slippery.
7. (A) The woman is chewing some gum.
(B) The woman has a growth on her chin.
(C) The woman is blowing up a balloon.
(D) The woman is taking a breath test.
8. (A) The chairs are facing in the same direction.
(B) The women are brunettes.
(C) The women are wearing short-sleeved shirts.
(D) The women are sitting in the sunshine.
9. (A) The parking lot is full.
(B) The motor bicycles are parked haphazardly.
(C) The helmets are on the seats.
(D) The kickstands are faulty.
10. (A) The car doors are open.
(B) The hubcaps are missing.
(C) The car is legally parked.
(D) The van may be towed away.

PART 2 CD 2 piste 4

11. What is the meaning of this insolence?
(A) It means to have a good day.
(B) We're sorry, ma'am, we didn't mean to hurt your feelings.
(C) We didn't have the means.

and provided our employees with a stock-option plan. Essentially, the work that you do for us is work that you do for yourselves. The better the company's profits are, the better our stocks do. If you're looking to pay for your children's school tuition, take that long overdue trip or save up for your retirement, the higher the stock price is the more money you will have once you cash in your options. The key is maintaining our turnover and increasing our profits so that you can have a more comfortable life in the near future.

92. What is the tone of this announcement?
93. What has management reduced to a minimum?
94. What is the result of higher stock prices?

9. We're here in Innsbruck, Austria, for the 23rd Winter Games. Our competitors come from all corners of the planet and each one of them is looking to take home the elusive gold medal. Some of the highlighted events will be downhill skiing, figure skating, curling and our newest event of the year, snowboarding. These sportsmen are all daredevils ready to push their bodies to the maximum of their potential. Whether it's the death-defying speeds of downhill slalom or the graceful expressions of gyrating bodies on a bed of ice, our Winter Games will be nothing short of pure adventure and entertainment. Contrary to other television channels, none of the events will be interrupted by commercial breaks. So our spectators will live each exciting moment, live, as they happen. We are all very anxious to start, so off we go to the first event.

95. Where is the event being broadcast?
96. What are the athletes after?
97. What will not take place during the broadcast?

10. As our company has endorsed the new policy of "casual Friday", there are certain specifications that are entailed. 1. Jeans may be worn but must be without holes or stains. 2. Both men and women must wear sleeved shirts even in the summer. 3. Under no conditions will shorts be allowed. 4. Shoes may include sneakers, loafers or foot-covering sandals. Any other kinds of shoes are not acceptable. Please remember that we have chosen to accept your request for "casual Friday" on the condition that the rules be followed to the letter. Any divergence from policy rules will force us to go back to the old ways. Allowing "casual Friday" to exist is a company choice, not an obligation. For the well-being of one and all we hope that these rules will be heeded. Should you have any questions, please contact Dan in the Human Resources department at extension #32.

98. What is the subject of the announcement?
99. What kind of shoes will not be accepted?
100. What does management suggest that its employees do?