Listening

Listen to the telephone conversation. Choose the best word or phrase – a, b or c – to complete the sentences.

0 The woman who first answers the phone is probably *a receptionist* .

 a) a receptionist

 b) a waiter

 c) a company CEO

1 The man \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ yesterday.

 a) left a message for the woman

 b) spoke to the woman

 c) placed an order

2 Now the man has \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .

 a) some questions

 b) some information for Andrea

 c) a problem

3 The woman says the product has a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ guarantee.

 a) six-month

 b) one-year

 c) two-year

4 For large orders, the deposit is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .

 a) 100 per cent

 b) 15 per cent

 c) 50 per cent

5 A large order is more than \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ units.

 a) 1,000

 b) 100

 c) 50

6 For small orders, customers pay \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .

 a) 100 per cent when they place the order

 b) 100 per cent when they receive the goods

 c) 50 per cent when they place the order

7 The company has \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ units in stock.

 a) 110

 b) 100

 c) 50

8 The man will probably order \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ units.

 a) 110

 b) 100

 c) 50

9 The man \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .

 a) will phone later

 b) places the order

 c) cancels the order

10 The woman offers the man \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .

 a) her business address

 b) her mobile phone number

 c) an order number