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