

# Intensive Listening Training

3



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# How to Use This Book

*Intensive Listening Training* is a three-book series designed to develop the aural comprehension skills of English language learners at the high-beginning to intermediate level. Units within the series focus on typical speech routines thematically categorized into situational topics. Listening tasks in each unit range from testing discrete listening items to checking general comprehension of short dialogs and talks to completing dictation pages. Each level in the *Intensive Listening Training* series includes more than 180 minutes of audio input for learners to use for practice as they hone their English aural skills.

**Unit 1 At the Office**



**KEY WORDS**

Listen for these words and phrases.

meeting	presentation	stationery	appointment	printer
copier	client	report	sick day	business card

**KEY EXPRESSIONS**

Listen and match each question with its correct answer.

1. Do you have any idea what's wrong with the printer?	(A) OK, well I hope you feel better tomorrow.
2. I'm afraid I need to use a sick day today.	(B) Martina is in charge of stationery supplies.
3. Could I have your business card?	(C) Sure. It has my office number and work email address.
4. Have you finished the sales report yet?	(D) It might be out of paper.
5. Who should I see about ordering ink?	(E) Almost. I'll have it on your desk by the end of the day.

**WARM-UP**

Listen and check what the speaker has to do today.

1. (A) Write a report	(B) Read a report
2. (A) Help her boss	(B) Take a day off
3. (A) Go to a doctor's appointment	(B) Meet a client
4. (A) Make copies of computer files	(B) Buy new files
5. (A) Print some documents	(B) Read some documents

**LISTEN FOR IT**

Listen and check the correct situation.

1. (A) Giving a presentation	(B) Planning a presentation
2. (A) At a job interview	(B) In a meeting
3. (A) Ordering stationery	(B) Using stationery
4. (A) In a store	(B) In a meeting
5. (A) Using a copier	(B) Reading a report

**TRUE OR FALSE**

Listen and write T for true or F for false.

1. _____ (A) The woman often gives presentations.	_____ (B) She does not feel nervous when she gives a presentation.
2. _____ (A) The man doesn't like to use business cards.	_____ (B) The man puts his email and phone number on his business cards.
3. _____ (A) The speaker uses a calendar on her phone.	_____ (B) The woman lost all the information about her appointments last week.

## WARM-UP, LISTEN FOR IT, & TRUE OR FALSE

These three activities provide listening practice, progressing from discrete listening at the sentence level in **WARM-UP** and **LISTEN FOR IT** to general comprehension in the short talks in **TRUE OR FALSE**.

## KEY WORDS & KEY EXPRESSIONS

The first page in each themed unit introduces useful vocabulary and expressions which the students will hear in the various activities throughout the unit. In **KEY EXPRESSIONS**, students match a question with the best response.

For additional practice, have students check their answers in pairs by role-playing the question-answer dialogs before listening for the answers.

**LISTENING PRACTICE**

Listen and choose the correct answer.

- What does the woman NOT think might be the cause of the man's problem?
  - The printer is switched off.
  - The printer is unplugged.
  - The printer needs ink.
  - The printer has no paper.
- What will the man probably do after this conversation?
  - Buy a new printer.
  - Put paper in the printer.
  - Ask Marina to order new ink.
  - Ask Marina to order paper.
- Why does the woman give the man extra time to complete his report?
  - She doesn't want him to work too hard.
  - She will be too busy to read the report today.
  - She found some mistakes in the report.
  - She wants additional information in the report.
- How does the man feel about the new deadline for his report?
  - Excited
  - Upset
  - Pleased
  - Relieved
- What is the talk mainly about?
  - The woman's new client
  - The woman's opinion of meetings
  - The woman's next meeting
  - The woman's coworkers
- What does the woman dislike?
  - People who won't stop talking about an issue
  - People who bring clients to meetings
  - People who are late for meetings
  - People who won't make decisions



Unit 1: At the Office

## LISTENING PRACTICE

In **LISTENING PRACTICE**, students will answer comprehension questions about a variety of dialogs and short talks.

For additional practice, students can read the transcripts and highlight the key words and expressions from the first page of the unit.

**1**

**DICTATION 1**

A Listen and fill in the blanks.

- If you \_\_\_\_\_ at this, you can see that \_\_\_\_\_ are up this \_\_\_\_\_.
- Thank you for \_\_\_\_\_, Miss Perry. \_\_\_\_\_ that you have a lot of experience in this \_\_\_\_\_ of \_\_\_\_\_.
- I'd like \_\_\_\_\_ of paper and \_\_\_\_\_ packs of \_\_\_\_\_ ink. Can you \_\_\_\_\_ them by \_\_\_\_\_?
- OK, it looks like \_\_\_\_\_ is here. So the first \_\_\_\_\_ to \_\_\_\_\_ is the Leeman project.
- Which \_\_\_\_\_ do I \_\_\_\_\_ to make the size \_\_\_\_\_?

B Listen and fill in the blanks.

M Do you \_\_\_\_\_ any idea what's \_\_\_\_\_ with the \_\_\_\_\_? I can't get it to \_\_\_\_\_.

W It might be \_\_\_\_\_.

M That's what I thought. But I \_\_\_\_\_, and there is \_\_\_\_\_ of \_\_\_\_\_.

W Is it switched off? Or \_\_\_\_\_ there's no \_\_\_\_\_?

M That's it. The \_\_\_\_\_ has run out.

W Oh, and there isn't a \_\_\_\_\_ ink in the \_\_\_\_\_.

M \_\_\_\_\_ should I \_\_\_\_\_ about \_\_\_\_\_.

W \_\_\_\_\_ is in charge of \_\_\_\_\_ supplies.

M \_\_\_\_\_ it.

C Listen and fill in the blanks.

W Mark, have you \_\_\_\_\_ the \_\_\_\_\_ yet?

M \_\_\_\_\_ I'll have it on your \_\_\_\_\_ by the \_\_\_\_\_ of the \_\_\_\_\_.

W Actually, you can \_\_\_\_\_ it to me \_\_\_\_\_ afternoon. I have some new \_\_\_\_\_ office. You'll have to \_\_\_\_\_ a lot of the \_\_\_\_\_ for the \_\_\_\_\_.

M Oh, no. It looks like I'll be \_\_\_\_\_ late \_\_\_\_\_ then.

W Yes, \_\_\_\_\_ about that. But I really appreciate your \_\_\_\_\_.

M At least it's \_\_\_\_\_.



## DICTATION 1

In **DICTATION 1**, students revisit some of the dialogs and talks from the previous sections and practice listening for discrete items. Students will listen for individual words and check their ability to recognize sounds and spell them correctly.

Students can compare their answers with a partner, then check the answers as a class. Students working alone should check the transcripts at the back of the book.

## LISTENING TEST

The dialogs and talks in **LISTENING TEST** build on the language introduced in the previous activities.

For additional practice, have students work in pairs to create their own dialogs based on the transcripts.

## DICTATION 2

As in **DICTATION 1**, students will listen for individual words and check their ability to recognize sounds and spell them correctly.

For additional practice, students can work in pairs and read the transcript together. This will allow students to practice their reading and pronunciation skills in addition to listening and writing.

**1**

**LISTENING TEST**

Listen and choose the correct answer.

- Where is this conversation most likely taking place?
  - At a conference
  - In a company break room
  - On a bus
  - In a restaurant
- What is the woman interested in doing?
  - Getting a job with the man
  - Getting useful information from the man
  - Visiting the man's company
  - Making a presentation
- Why does the man call the woman?
  - To inform her that he will not go to work
  - To allow her to use a sick day
  - To ask her to write a report
  - To tell her to fix the copier
- What will the woman ask Tim to do?
  - Visit Patrick at home
  - Talk to the finance team
  - Take the day off
  - Make copies of some documents
- What is the conversation mainly about?
  - How to order stationery
  - When to have a meeting
  - How to solve a problem
  - Where to store paper and pens
- What change will the man introduce?
  - A form for people to fill in
  - A limit on how much stationery people can have
  - A new kind of meeting
  - A new company



Unit 1: At the Office

**1**

**DICTATION 2**

A Listen and fill in the blanks.

W I really \_\_\_\_\_ your presentation. In your \_\_\_\_\_ do you do all the \_\_\_\_\_ that you described?

M In fact, I do. Since we started using the \_\_\_\_\_ process, all of our staff are much \_\_\_\_\_.

W When I'd love to know \_\_\_\_\_ about how that \_\_\_\_\_ I'd like to make some \_\_\_\_\_ at the \_\_\_\_\_ where I work, but I don't really know \_\_\_\_\_ to \_\_\_\_\_.

M Well, I'd be \_\_\_\_\_ to answer any \_\_\_\_\_.

W Could I have your \_\_\_\_\_ and \_\_\_\_\_ address \_\_\_\_\_?

M Sure. It has my \_\_\_\_\_ and \_\_\_\_\_ work \_\_\_\_\_ address. \_\_\_\_\_ you.

B Listen and fill in the blanks.

M \_\_\_\_\_ Amy?

W Yes, is that Patrick? You don't \_\_\_\_\_ very \_\_\_\_\_.

M No, I feel \_\_\_\_\_ I'm afraid I need to use a \_\_\_\_\_ today.

W OK, well, I \_\_\_\_\_ you feel \_\_\_\_\_ tomorrow. Is there \_\_\_\_\_ that needs to be \_\_\_\_\_ today?

M Well, if you have \_\_\_\_\_ I left a \_\_\_\_\_ of \_\_\_\_\_ by the copier. I was going to copy them and then \_\_\_\_\_ the \_\_\_\_\_ to everyone on the finance \_\_\_\_\_.

W Sure. And I'll \_\_\_\_\_ him to leave the \_\_\_\_\_ on your \_\_\_\_\_.

M Thank you so \_\_\_\_\_.

C Listen and fill in the blanks.

M We've \_\_\_\_\_ paper and \_\_\_\_\_ again! The \_\_\_\_\_ was delivered just a \_\_\_\_\_ of days \_\_\_\_\_.

W I know. It's \_\_\_\_\_ a problem. I think \_\_\_\_\_ are taking things \_\_\_\_\_.

M I agree. I think we \_\_\_\_\_ to ask the \_\_\_\_\_ to fill in a \_\_\_\_\_ each time they take an \_\_\_\_\_ of stationery.

W Yes. If they have to \_\_\_\_\_ a \_\_\_\_\_ they will be less \_\_\_\_\_ to take extra \_\_\_\_\_.

M OK, well, I will mention it at the next \_\_\_\_\_ I'm \_\_\_\_\_ plenty of people will \_\_\_\_\_.

W \_\_\_\_\_ Well, I support you in this \_\_\_\_\_.

Unit  
**1**

# At the Office



## KEY WORDS

TRACK  
002

Listen for these words and phrases.

meeting	presentation	stationery	appointment	printer
copier	client	report	sick day	business card



## KEY EXPRESSIONS

TRACK  
003

Listen and match each question with its correct answer.

- |  |   |  |
|--|---|--|
| 1. Do you have any idea what's wrong with the printer? | • | (A) OK, well I hope you feel better tomorrow.                |
| 2. I'm afraid I need to use a sick day today.          | • | (B) Marina is in charge of stationery supplies.              |
| 3. Could I have your business card?                    | • | (C) Sure. It has my office number and work email address.    |
| 4. Have you finished the sales report yet?             | • | (D) It might be out of paper.                                |
| 5. Who should I see about ordering ink?                | • | (E) Almost. I'll have it on your desk by the end of the day. |

**WARM-UP**

**Listen and check what the speaker has to do today.**

- |                                      |                         |
|--------------------------------------|-------------------------|
| 1. (A) Write a report                | (B) Read a report       |
| 2. (A) Help her boss                 | (B) Take a day off      |
| 3. (A) Go to a doctor's appointment  | (B) Meet a client       |
| 4. (A) Make copies of computer files | (B) Buy new files       |
| 5. (A) Print some documents          | (B) Read some documents |

**LISTEN FOR IT**

**Listen and check the correct situation.**

- |                              |                             |
|------------------------------|-----------------------------|
| 1. (A) Giving a presentation | (B) Planning a presentation |
| 2. (A) At a job interview    | (B) In a meeting            |
| 3. (A) Ordering stationery   | (B) Using stationery        |
| 4. (A) In a store            | (B) In a meeting            |
| 5. (A) Using a copier        | (B) Reading a report        |

**TRUE OR FALSE**

**Listen and write T for true or F for false.**

- \_\_\_\_\_ (A) The woman often gives presentations.  
\_\_\_\_\_ (B) She does not feel nervous when she gives a presentation.
- \_\_\_\_\_ (A) The man doesn't like to use business cards.  
\_\_\_\_\_ (B) The man puts his email and phone number on his business cards.
- \_\_\_\_\_ (A) The speaker uses a calendar on her phone.  
\_\_\_\_\_ (B) The woman lost all the information about her appointments last week.





## LISTENING PRACTICE

TRACK  
007

Listen and choose the correct answer.

1. What does the woman NOT think might be the cause of the man's problem?  
(A) The printer is switched off. (B) The printer is unplugged.  
(C) The printer needs ink. (D) The printer has no paper.
2. What will the man probably do after this conversation?  
(A) Buy a new printer (B) Put paper in the printer  
(C) Ask Marina to order new ink (D) Ask Marina to order paper
3. Why does the woman give the man extra time to complete his report?  
(A) She doesn't want him to work too hard.  
(B) She will be too busy to read the report today.  
(C) She found some mistakes in the report.  
(D) She wants additional information in the report.
4. How does the man feel about the new deadline for his report?  
(A) Excited (B) Upset  
(C) Pleased (D) Relieved
5. What is the talk mainly about?  
(A) The woman's new client  
(B) The woman's opinion of meetings  
(C) The woman's next meeting  
(D) The woman's coworkers
6. What does the woman dislike?  
(A) People who won't stop talking about an issue  
(B) People who bring clients to meetings  
(C) People who are late for meetings  
(D) People who won't make decisions





## DICTATION 1



### A Listen and fill in the blanks.

1. If you \_\_\_\_\_ at this, you can see that \_\_\_\_\_ are up this \_\_\_\_\_.
2. Thank you for \_\_\_\_\_, Miss Penney. I \_\_\_\_\_ that you have a lot of experience in this \_\_\_\_\_ of \_\_\_\_\_.
3. I'd like \_\_\_\_\_ of paper and \_\_\_\_\_ packs of \_\_\_\_\_ ink. Can you \_\_\_\_\_ them by \_\_\_\_\_?
4. OK, it looks like \_\_\_\_\_ is here. So, the first \_\_\_\_\_ to \_\_\_\_\_ is the Leeman project.
5. Which \_\_\_\_\_ do I \_\_\_\_\_ to make the size \_\_\_\_\_?

### B Listen and fill in the blanks.

- M** Do you \_\_\_\_\_ any idea what's \_\_\_\_\_ with the \_\_\_\_\_? I can't get it to \_\_\_\_\_.
- W** It might be \_\_\_\_\_.
- M** That's what I thought. But I \_\_\_\_\_, and there is \_\_\_\_\_ of \_\_\_\_\_.
- W** Is it switched off? Or \_\_\_\_\_ there's no \_\_\_\_\_?
- M** That's it. The \_\_\_\_\_ has run out.
- W** Oh, and there isn't a \_\_\_\_\_ ink in the \_\_\_\_\_.
- M** \_\_\_\_\_ should I \_\_\_\_\_ about \_\_\_\_\_?
- W** \_\_\_\_\_ is in charge of \_\_\_\_\_ supplies.
- M** \_\_\_\_\_ it.



### C Listen and fill in the blanks.

- W** Mark, have you \_\_\_\_\_ the \_\_\_\_\_ yet?
- M** \_\_\_\_\_. I'll have it on your \_\_\_\_\_ by the \_\_\_\_\_ of the \_\_\_\_\_.
- W** Actually, you can \_\_\_\_\_ it to me \_\_\_\_\_ afternoon. I have some new \_\_\_\_\_. You'll have to \_\_\_\_\_ a lot of the \_\_\_\_\_ for the \_\_\_\_\_ office \_\_\_\_\_.
- M** Oh, no. It looks like I'll be \_\_\_\_\_ late \_\_\_\_\_ then.
- W** Yes, \_\_\_\_\_ about that. But I really appreciate your \_\_\_\_\_.
- M** At least it's \_\_\_\_\_!



## LISTENING TEST



Listen and choose the correct answer.

- Where is this conversation most likely taking place?
  - At a conference
  - In a company break room
  - On a bus
  - In a restaurant
  
- What is the woman interested in doing?
  - Getting a job with the man
  - Getting useful information from the man
  - Visiting the man's company
  - Making a presentation
  
- Why did the man call the woman?
  - To inform her that he will not go to work
  - To allow her to use a sick day
  - To ask her to write a report
  - To tell her to fix the copier
  
- What will the woman ask Tim to do?
  - Visit Patrick at home
  - Talk to the finance team
  - Take the day off
  - Make copies of some documents
  
- What is this conversation mainly about?
  - How to order stationery
  - When to have a meeting
  - How to solve a problem
  - Where to store paper and pens
  
- What change will the man introduce?
  - A form for people to fill in
  - A limit on how much stationery people can have
  - A new kind of meeting
  - A new company





## DICTATION 2



### A Listen and fill in the blanks.

- W I really \_\_\_\_\_ your presentation. In your \_\_\_\_\_, do you do all the \_\_\_\_\_ that you described?
- M In fact, I do. Since we started using the \_\_\_\_\_ - \_\_\_\_\_ process, all of our staff are much \_\_\_\_\_. And their \_\_\_\_\_ is \_\_\_\_\_.
- W Wow. I'd love to know \_\_\_\_\_ about how that \_\_\_\_\_. I'd like to make some \_\_\_\_\_ at the \_\_\_\_\_ where I work, but I don't really know \_\_\_\_\_ to \_\_\_\_\_.
- M Well, I'd be \_\_\_\_\_ to answer any \_\_\_\_\_.
- W Could I have your \_\_\_\_\_?
- M Sure. It has my \_\_\_\_\_ and work \_\_\_\_\_ address.
- W \_\_\_\_\_ you.



### B Listen and fill in the blanks.

- M \_\_\_\_\_? Amy?
- W Yes. Is that Patrick? You don't \_\_\_\_\_ very \_\_\_\_\_.
- M No, I feel \_\_\_\_\_. I'm afraid I need to use a \_\_\_\_\_ today.
- W OK, well I \_\_\_\_\_ you feel \_\_\_\_\_ tomorrow. Is there \_\_\_\_\_ that needs to be \_\_\_\_\_ today?
- M Well, if you have \_\_\_\_\_. I left a \_\_\_\_\_ of \_\_\_\_\_ by the copier. I was going to copy them and then \_\_\_\_\_ the \_\_\_\_\_ to everyone on the finance \_\_\_\_\_. You couldn't ask \_\_\_\_\_ to do that for me, could you?
- W Sure. And I'll \_\_\_\_\_ him to leave the \_\_\_\_\_ on your \_\_\_\_\_.
- M Thank you so \_\_\_\_\_.

### C Listen and fill in the blanks.

- M We've \_\_\_\_\_ paper and \_\_\_\_\_ again! The \_\_\_\_\_ was delivered just a \_\_\_\_\_ of days \_\_\_\_\_.
- W I know. It's \_\_\_\_\_ a problem. I think \_\_\_\_\_ are taking things \_\_\_\_\_.
- M I agree. I think we \_\_\_\_\_ to ask the \_\_\_\_\_ to fill in a \_\_\_\_\_ each time they take an \_\_\_\_\_ of stationery.
- W Yes. If they have to \_\_\_\_\_ a \_\_\_\_\_, they will be less \_\_\_\_\_ to take extra \_\_\_\_\_.
- M OK, well, I will mention it at the next \_\_\_\_\_. I'm \_\_\_\_\_ plenty of people will \_\_\_\_\_, but I \_\_\_\_\_ it's necessary.
- W \_\_\_\_\_. Well, I support you in this \_\_\_\_\_.

# Transcripts



## Unit 1 At the Office

### ● KEY WORDS 🎧 Track 002

Listen for these words and phrases.

meeting	presentation
stationery	appointment
printer	copier
client	report
sick day	business card

### ● KEY EXPRESSIONS 🎧 Track 003

Listen and match each question with its correct answer.

1. Do you have any idea what's wrong with the printer?
2. I'm afraid I need to use a sick day today.
3. Could I have your business card?
4. Have you finished the sales report yet?
5. Who should I see about ordering ink?

### ● WARM-UP 🎧 Track 004

Listen and check what the speaker has to do today.

1. I have to submit this report to my boss by five o'clock, so I really need to finish writing it.
2. My child has a fever, so I need to stay home today and look after her.
3. I have an appointment with an important client at two o'clock today.
4. My computer seems to be having some problems, so I must make copies of all my files.
5. I finally finished the report for the meeting. Now I need to print off twenty copies.

### ● LISTEN FOR IT 🎧 Track 005

Listen and check the correct situation.

1. If you look at this, you can see that sales are up this month.
2. Thank you for coming, Miss Penney. I see that you have a lot of experience in this type of work.
3. I'd like three packs of paper and four packs of printer ink. Can you deliver them by Friday?
4. OK, it looks like everyone is here. So, the first thing to discuss is the Leeman project.
5. Which button do I press to make the size bigger?

### ● TRUE OR FALSE 🎧 Track 006

Listen and write T for true or F for false.

1. **W** I work for the sales division of my company. I have to give a lot of presentations in my job. I

used to feel very nervous, but not now. I simply make sure I practice what I want to say at least three times.

2. **M** I always carry business cards with me. It looks more professional if I can give someone a card with my company name and logo and my contact details.
3. **W** I used to write all my appointments in a day planner, but now I simply put them in the calendar on my phone. However, last week I lost my phone, and I didn't know when any of my appointments were!

### ● LISTENING PRACTICE 🎧 Track 007

Listen and choose the correct answer.

Questions 1 and 2 refer to the following dialog.

- M** Do you have any idea what's wrong with the printer? I can't get it to work.
- W** It might be out of paper.
- M** That's what I thought. But I checked, and there is plenty of paper.
- W** Is it switched off? Or perhaps there's no ink?
- M** That's it. The black ink has run out.
- W** Oh, and there isn't a spare ink in the cupboard.
- M** Who should I see about ordering ink?
- W** Marina is in charge of stationery supplies.
- M** Got it.

Questions 3 and 4 refer to the following dialog.

- W** Mark, have you finished the sales report yet?
- M** Almost. I'll have it on your desk by the end of the day.
- W** Actually, you can give it to me tomorrow afternoon. I have some new details. You'll have to change a lot of the numbers for the new office building.
- M** Oh, no. It looks like I'll be working late tonight then.
- W** Yes, sorry about that. But I really appreciate your hard work.
- M** At least it's Friday tomorrow.

Questions 5 and 6 refer to the following talk.

- W** Most days, I have a lot of meetings. Some of these meetings are with my coworkers and the rest are with clients. I think most meetings are much longer than necessary. Some of my coworkers like to keep talking about the same issue, even when we have already made a decision. They won't stop talking about it.



It wastes time. Luckily, most people want to finish meetings quickly. Well, I have to go. I have a meeting and I don't want to be late.

**DICTATION 1** Track 008

**A. Listen and fill in the blanks.**

1. If you look at this, you can see that sales are up this month.
2. Thank you for coming, Miss Penney. I see that you have a lot of experience in this type of work.
3. I'd like three packs of paper and four packs of printer ink. Can you deliver them by Friday?
4. OK, it looks like everyone is here. So, the first thing to discuss is the Leeman project.
5. Which button do I press to make the size bigger?

**B. Listen and fill in the blanks.**

- M** Do you have any idea what's wrong with the printer? I can't get it to work.
- W** It might be out of paper.
- M** That's what I thought. But I checked, and there is plenty of paper.
- W** Is it switched off? Or perhaps there's no ink?
- M** That's it. The black ink has run out.
- W** Oh, and there isn't a spare ink in the cupboard.
- M** Who should I see about ordering ink?
- W** Marina is in charge of stationery supplies.
- M** Got it.

**C. Listen and fill in the blanks.**

- W** Mark, have you finished the sales report yet?
- M** Almost. I'll have it on your desk by the end of the day.
- W** Actually, You can give it to me tomorrow afternoon. I have some new details. You'll have to change a lot of the numbers for the new office building.
- M** Oh, no. It looks like I'll be working late tonight then.
- W** Yes, sorry about that. But I really appreciate your hard work.
- M** At least it's Friday tomorrow.

**LISTENING TEST** Track 009

Listen and choose the correct answer.

Questions 1 and 2 refer to the following dialog.

- W** I really enjoyed your presentation. In your

workplace, do you do all the things that you described?

- M** In fact, I do. Since we started using the five step process, all of our staff are much happier. And their work is better.
- W** Wow. I'd love to know more about how that works. I'd like to make some changes at the company where I work, but I don't really know where to start.
- M** Well, I'd be happy to answer any questions.
- W** Could I have your business card?
- M** Sure. It has my office number and work email address.
- W** Thank you.

Questions 3 and 4 refer to the following dialog.

- M** Hello? Amy?
- W** Yes. Is that Patrick? You don't sound very good.
- M** No, I feel terrible. I'm afraid I need to use a sick day today.
- W** OK, well I hope you feel better tomorrow. Is there anything that needs to be done today?
- M** Well, if you have time. I left a pile of documents by the copier. I was going to copy them and then give the copies to everyone on the finance team. You couldn't ask Tim to do that for me, could you?
- W** Sure. And I'll ask him to leave the originals on your desk.
- M** Thank you so much.

Questions 5 and 6 refer to the following dialog.

- M** We've run out of paper and pens again! The stationery was delivered just a couple of days ago.
- W** I know. It's becoming a problem. I think people are taking things home.
- M** I agree. I think we need to ask the staff to fill in a form each time they take an item of stationery.
- W** Yes. If they have to sign a form, they will be less likely to take extra things.
- M** OK, well, I will mention it at the next meeting. I'm sure plenty of people will complain, but I think it's necessary.
- W** Great. Well, I support you in this decision.