

Mock Test 01**Dictation Training**

Date : _____ Name : _____ Score : _____

PART 1

1

- (A) He's _____ the phone.
(B) He's _____ the desk.
(C) He's _____ a tie.
(D) He's _____ his keyboard.

2

- (A) They are _____ the room.
(B) A lamp _____ beside the bed.
(C) A woman is _____ a vacuum cleaner from the floor.
(D) They _____ each other.

3

- (A) The road _____ some plants.
(B) Cars are parked _____ the building.
(C) Some trees are _____ in a row.
(D) The street _____ traffic.

4

- (A) The men are _____ a machine.
(B) One man is _____ on a ladder.
(C) The men are wearing _____.
(D) One man is _____ from the roof.

5

- (A) Fences are being _____ beside the grassy area.
(B) Flowers are _____ in the garden.
(C) The grass is _____ with a hose.
(D) A girl is _____ the lawn.

6

- (A) Some sailors are _____ a deck.
(B) Some ducks are _____ the water.
(C) Some boats are _____ near a dock.
(D) Some boots are _____.

7

- (A) A man is _____.
(B) They are singing songs _____.
(C) The dishes on the tables have been _____.
(D) They _____ dance _____.

8

- (A) A waitress _____ a menu to customers.
(B) All of them _____ at the table.
(C) The table is _____.
(D) A waitress is wearing a _____.

9

- (A) People are _____ the vehicle.
(B) One man is _____ the garbage can.
(C) People _____ around to _____.
(D) One woman is _____ a chair out of the store.

10

- (A) Some notices have been _____ on the board.
(B) Some papers have been _____ on the table.
(C) Sofas have been _____ in the middle of the room.
(D) Some _____ have been _____.

PART 2

11

- How much did the _____ for the week?
(A) We had a nice weekend.
(B) I _____.
(C) Twelve hundred dollars.

12

- Who is meeting with the CEO right now?
(A) Yes, Mrs. Horne is _____.
(B) I have to go over some papers now.
(C) The new _____.

13

- What time does _____ ?
(A) About 3 hours.
(B) _____ is at 11 a.m.
(C) You might be able to leave now.

14

When are you _____ make your presentation?

(A) You can see him at 10.

(B) I'm _____.

(C) Later next month.

15

Where should I put these bills for our _____?

(A) Our _____ is on the third floor.

(B) You will find it at Mr. Lawrence's desk.

(C) You can _____.

16

_____ have you been wearing glasses?

(A) I change them every year.

(B) _____ I was a kid.

(C) I only have _____.

17

_____ for some coffee later?

(A) How many _____ do you need?

(B) Thanks, I really _____.

(C) Maybe after I finish this.

18

_____ a lot of people at the meeting?

(A) They will be here _____ 3 p.m.

(B) Only about twelve.

(C) Of course, I will meet him at the meeting.

19

_____ the New Year's Party _____?

(A) I'm _____ this year.

(B) Mr. Bowman said he can't _____.

(C) I visited it with a friend of mine from college.

20

You _____, didn't you?

(A) That's one of the reasons.

(B) No, I didn't drive this morning.

(C) _____.

21

I need to know _____ to get downtown.

(A) I would advise you to take the subway.

(B) It _____ a dollar twenty.

(C) I know someone from that town.

22

_____ a marker from the secretary?

(A) Go to the _____ instead.

(B) Thanks, but I can call her myself.

(C) No, they aren't expensive.

23

I don't have any special _____ for this weekend, do you?

(A) I went mountain hiking with my family.

(B) Just _____.

(C) She gave me some _____.

24

You _____ that you were _____, didn't you?

(A) Yes, I will be _____ marketing.

(B) I'm still waiting to hear.

(C) No, he _____ this time.

25

Could you _____ the music _____ so I can read my book?

(A) I read that book a few times already.

(B) Sorry, I had no idea.

(C) Sure, you can _____.

26

_____ my favorite show yet?

(A) We _____ it.

(B) _____.

(C) I love that show, too.

27

I think this dress is _____ for _____.

(A) The meal was delicious, but the service was terrible.

(B) Unfortunately, we are not invited this time.

(C) It will _____ jewelry.

28

Can you _____ in an hour?

- (A) It _____.
- (B) No, I can't walk there.
- (C) Yes, you should try to come earlier.

29

_____ should I use to bring up the boxes?

- (A) You should _____ to the fifth floor.
- (B) _____.
- (C) I took the stairs.

30

_____ the special speaker for the conference?

- (A) They _____.
- (B) Ms. Park speaks several languages including Chinese.
- (C) You will definitely meet the manager at the conference.

31

_____ lunch at noon today.

- (A) Only about 15 minutes from here.
- (B) The coffee shop downstairs has some nice views.
- (C) _____ meet with a client?

32

Where should I send this package?

- (A) He _____ in Florida.
- (B) I will do it _____.
- (C) Two or three packages should be enough.

33

_____ at that restaurant before, haven't you?

- (A) My friends _____ there last year.
- (B) Yes, I usually eat out because I'm _____.
- (C) Yes, I'd like to try it, too.

34

Why did you choose an apartment _____?

- (A) I thought I could find it in the _____.
- (B) It was the only place _____.
- (C) In order to pick up some documents.

35

_____ I borrow your stapler again?

- (A) Ms. Wright took it a minute ago.
- (B) I have several places _____ at the moment.
- (C) I _____ before I used it.

36

Is it too late to cancel the meeting?

- (A) Sorry, I have been late quite a few times.
- (B) He had to _____.
- (C) _____ that _____.

37

_____ new furniture for your new office?

- (A) _____ could let me use it.
- (B) Because I'm considering changing the _____.
- (C) Do you think my desk looks too small for this place?

38

_____ two weeks _____ for vacation?

- (A) No, she is _____ for a month.
- (B) No, just 5 days, plus the weekend.
- (C) To the Bahamas for a few days.

39

Who is covering for Mr. Bernard _____?

- (A) I don't think that's his _____.
- (B) The company will _____ on the trip.
- (C) _____, it's me.

40

Didn't you tell me the _____ is on the sixth floor?

- (A) _____ James told me on the phone.
- (B) No, the company has divided the project into three sections.
- (C) The product _____ at the beginning of the year.

PART 3

41-43

W: Hi, Joey. Have you tried Cactus restaurant on 5th Street? They serve great Indian food. We are going there for lunch. _____?

M: No, but actually it's an Italian restaurant. I've _____ about the place. Critics say that the chef specializes in seafood dishes and the service is great there. It's _____, though. But I think it's truly worth eating there.

W: I see. Maybe we should have a monthly meeting there tomorrow. What do you say?

M: That sounds good, but the place _____ that can hold more than 20 people. I think it's better for us to go to Ginger's restaurant for that. They have plenty of room there.

44-46

M: Hi, can you help me? I'm looking for sunglasses. I lost mine at the beach yesterday. So I need some new ones.

W: Of course, I can help you with that. If you come this way, there are many different styles. _____?

M: I prefer something not big or heavy. These look like the ones I had. Do they _____?

W: Yes, they come in three different colors: red, white and black. _____. Let me _____ and see if we have them in stock.

47-49

W: I need your help tomorrow, if you have time. We have a new employee coming in and her name is Erica. I would like you to _____. Peter already told her the basics, so it shouldn't take long. I'd do it myself, but I have to prepare a report for Mr. Tanaka.

M: It's no problem. _____ get ready to meet one of our clients in the afternoon, but I can _____. I can even help her _____ a computer account.

W: That would be great, thanks. And please call Edwards, not Frankie if you have trouble. Frankie _____ and people don't seem to remember that.

M: Yes, it's because _____ for such a long time.

50-52

W: William's electronics! This is Jane speaking. How may I help you?

M: Hi, I don't believe how this could happen. I bought this cell phone, model T-1200, from your store last week. It was working fine, but after a while _____ . I mean, it _____ for no apparent reason.

W: I'm sorry to hear that. Maybe there's something wrong with the main board. Within 4 weeks of purchase, you can _____. Or you can exchange it for a new one _____. What would you like to do?

M: Well, I'm _____ today, so I'll visit a store nearby.

53-55

M: How are you doing with the sales report? The management wants it by 4 p.m. for the monthly meeting.

W: I'm afraid not. I can't _____ the computer _____ because it's not working. Susan from Technical Support took a look at it, and she said the electrical cables seem to be _____. I called the customer service center about this and they said they could send the new ones by next Monday _____.

M: _____ the electrical cables from my computer. _____ to meet my client. I won't be back for the next 3 hours.

W: Thanks. _____, I can finish the report within an hour.

56-58

M: Hi, Sonia. Guess who I found for _____ next Friday? Young Kim, the 3-time Critics' Award winner. I happened to meet him at the checkout counter yesterday when he was shopping in our bookstore.

W: You mean the professor from Dartmouth University? He's also well known for _____. Wow! _____! So you asked him to make a speech for us?

M: I did and he promised to do it _____.

W: That's great news. Well, then we should display his books _____.

59-61

W: Good morning, this is Rhodes Wi. I got an email this morning saying that I was chosen for an interview for _____ in your advertising team.

M: That's right, Ms. Wi. You _____. I was especially _____ your recent _____ works for Tiara Maintenance and Davis Design. So I want to see you for a job interview.

W: Thank you. Let's see. I'm available on Friday from 10 A.M. to noon. _____?

M: I'm sorry, but that won't work for me. On Friday morning, I'm _____ to finalize a logo for Santos Consulting with my designers. How about after lunch on the same day? I have no schedule after that.

62-64

W: Do you happen to know how to reset a password? I've been trying to _____ my sales report I posted on my _____, but _____ is the message saying that I'm using a wrong password.

M: Why don't you call the _____? They should be here in a minute to solve that.

W: Well, actually, I already did, but there was no one answering my call. It seems everyone _____.

M: Is that right? Well, then let me check if we have a manual for that. Last time we _____ our software program a month ago, we _____ on that. Hold on a second.

65-67

M: Hello. I _____ about the one-bedroom apartment you have for rent on East Hampton. I'm wondering if the _____ has its own parking area.

W: Well, I'm afraid there is _____ you could use. But there's a bus stop right in front of the building.

M: Well, I have to _____ every day and I'm worried that I might be late to work if I take a bus.

W: Oh, you don't have to worry about it. The bus takes you to the suburbs with only a couple of stops _____. So it will take you almost directly to work.

68-70

W: Hello, FlyAway Travel Agency, how can I help you?

M: Hi, my name is Doug Johnson and I booked a ticket a couple of days ago. But I'd like to make a change to my departure date. I'm supposed to leave for Miami on May 24th, but I have an important conference to visit scheduled on that day there. Do you have _____ on the 23rd?

W: Let me check. I'm sorry, we have no seats available on the 23rd. But we have seats available on the 22nd. For that one, you will have _____ in Atlanta, though.

M: Okay. I would also like to change my _____. It was the 29th, but I don't think I will be able to in just one day. Please check if I can _____ to Boston on the 31st.

PART 4

71-73

Hi, Mary. It's Dorothy. You know that _____ Mr. Parker was for tonight at 8 at Manchester Restaurant. _____ more people than we thought are coming to the event but the place _____. So I had to change it to May's Restaurant for the same time. It has recently _____, so it is _____. I already called and _____ there. I also told our coworkers about the change. All you have to do is pick up flowers for Mr. Parker at the flower shop That Day. I look forward to seeing you there. Bye.

74-76

Attention, all passengers _____ Pam Airline's flight 850 to Los Angeles! We were scheduled to _____ Seoul at 8 P.M. And _____ in Tokyo at 10 P.M. but it has been delayed _____ heavy rain. The _____ says it will not stop until tomorrow morning. If you have tickets for the flight, please _____ the ticket counter where our agents will give you a _____. It allows you to eat dinner and stay here tonight. They will also help _____ you _____ a flight to our first destination leaving tomorrow morning. We _____.

77-79

Hello, _____. I'm sure that _____ that a week-long annual _____ for December 6th, which is just 5 days away. This means that starting today we'll be pretty busy preparing for the event. So, I'd like to take some time to _____ what we're going to do for the event. Most of all, I want 4 staff members to work together to change the price tags on the winter shoes and boots because _____. And then I ask two of you _____ on the street nearby. I'd like to thank all of you _____ for your hard work.

80-82

Good evening. You're listening to 101.3 Victoria Radio. I hope you all enjoyed today's _____ sunshine. It was perfect for all kinds of outdoor activities. But _____ to come tomorrow! We expect a thunderstorm to approach the area and there's over an 80% _____ . The temperature will reach only 40 degrees Fahrenheit. So make sure to _____ and you should leave your home earlier to _____ to work. This has been David Shanka with weather and traffic update on Victoria Radio. This report _____ Macy's Mart where your shopping starts. Now _____ and enjoy today's baseball results.

83-85

Hello, everyone. Can I have your attention please? I guess you _____ here. Last weekend, we _____ that will help us package our entire line of ceramic dinnerware. It is estimated that they will help decrease the packaging time by 20% and I hope this will _____ because we should be able to increase the number of plates that we can manufacture. For safety reasons, however, you will _____ operate the machines before you complete training. So I want to make sure all of you will learn how to use them perfectly. Mr. Sean and Ms. Steward from the _____ are here to _____. So please _____ for one of the four available classes before you leave work today.

86-88

Hello, I'm Michelle calling from Dell Supplier and this message is for Mr. Patterson. Mr. Patterson, I'm calling about the bookshelves you ordered from us two days ago. You _____ for 20 bookshelves with us. Well, I'm afraid the wooden bookcases you wanted are _____ because they are very _____. So we won't be able to get them to you for the next 3 weeks. If you don't want to wait, you can choose the same style of bookshelves made of metal. You can save \$20 on each and get them in one day. Plus, we _____. Please go to our website _____ and call me back at 555-9821 and I look forward to hearing from you. Thank you.

89-91

Interested in becoming your own boss even without _____? A-One Business Academy is here for you! We are accepting applications for the Spring session which begins on March 1st. During the 12-week _____, applicants will receive _____ training from our instructors with _____ experience and knowledge. _____. They will share their experiences to enable you to understand real-world business. Anyone interested in this great opportunity should _____ by _____ on 148 West Maple Street. Once it has been submitted, one of our staff members will contact you within 24 hours. Don't forget! The deadline is Friday, February 15th. Apply today and don't miss out on this great opportunity!

92-94

Good evening, ladies and gentlemen. _____ the city of Lakewood, I _____ present this year's Apogee award to Cathie Shin, the _____, also known as the president of Cape Architecture. She did a lot to _____ our town by adding art work to our neighborhood. As you know well, the living conditions of the city have been seriously _____ over the last 10 years. However, she has been _____ the beauty of our city and she has worked tirelessly with the city council to successfully _____. They even _____ to clean off the graffiti on street walls and put plants _____. You may be surprised to know more than 20 million dollars' _____ donations were collected to help her make our town more inviting. Now, let's put your hands together and give a warm welcome for Ms. Shin.

95-97

Good evening, this is Emmy Adams with KNBC Radio. After months of discussion with _____, the city mayor, Rose Caron, finally _____ today to rebuild the old Scarlet theme park in the city's Northeast district. She announced it at a press conference held at Ritz Camel hotel. She said that the _____ of the park _____ the city and _____ still _____. When completed, however, the park is expected to _____ for the 350,000 residents in town. Not only that, it is expected to create as many as 200 jobs and attract many tourists from other cities. Construction will begin on October 3rd and is going to continue for 5 years.

98-100

Good evening everyone. I'm sorry it's a bit short notice. I'm here to let you know how it _____ with Salvato Pharmaceutical company. I know you are concerned with such a big event _____. And yes, a lot of money was already spent on this risky business and you might think our future is _____. But you don't have to worry about it at all. _____ as many organizations as possible like credit rating agencies and banks and all of them have concluded that it is truly worth _____. _____, it will _____. Also, we have agreed _____. But there will be some changes in the locations of our current branches. Now _____ on that. Anyone in the back, _____, please?

Mock Test 02

Dictation Training

Date : _____ Name : _____ Score : _____

PART 1

1

- (A) She is _____.
- (B) She is _____.
- (C) She is _____.
- (D) She is _____.

2

- (A) They are _____.
- (B) They are _____.
- (C) They are _____ the market.
- (D) They are _____ some flowers.

3

- (A) Baggage is _____.
- (B) People are _____.
- (C) Some airplanes are _____.
- (D) An airplane _____ on the ground.

4

- (A) They are _____.
- (B) They are _____ uniforms.
- (C) They are _____.
- (D) They are _____ together.

5

- (A) Windmills are _____ on the hill.
- (B) Trees are _____.
- (C) Windmills are _____.
- (D) The hill is _____.

6

- (A) A woman is _____ a presentation board.
- (B) They are _____ on the desk.
- (C) A woman is _____.
- (D) Men are _____ shirts and ties.

7

- (A) The access road to a construction site is _____.
- (B) _____ has _____ on the ground.
- (C) Someone is _____ to move some rocks.
- (D) A man with a hard hat is _____ an area.

8

- (A) The street is _____ a broken car.
- (B) One man is _____ a bus on his bike.
- (C) _____ are _____ the road.
- (D) Bikes are _____ in front of a store.

9

- (A) Cars are _____.
- (B) Some _____ the street.
- (C) An ad poster is _____ to a building.
- (D) _____ are different.

10

- (A) _____ people.
- (B) Some cars are _____ near the building.
- (C) Water is _____.
- (D) The fence around the _____ is _____.

PART 2

11

Who's _____?

- (A) Ask Tom.
- (B) They _____ me \$50.
- (C) No, it's not _____ yet.

12

Where _____?

- (A) At 2 o'clock
- (B) In the conference room
- (C) I'll meet you there.

13

Why did Mr. Brown call you?

- (A) I will _____.
- (B) Because _____.
- (C) He _____.

14

How can I _____ the airport?

- (A) He _____.
- (B) _____ I _____ you _____?
- (C) Yes, _____.

15

What color do you want to paint the room?

- (A) The room is _____.
- (B) Is purple _____ you?
- (C) The color is too dark.

16

Did you _____?

- (A) He did it already.
- (B) No, he _____.
- (C) Yes, why not?

17

Who is the _____ tonight?

- (A) Yes, she is a good speaker.
- (B) It's _____.
- (C) I don't have the key, either.

18

Please _____ our building.

- (A) The show starts at 2 P.M.
- (B) I'd be glad to.
- (C) The building is just _____.

19

They've been _____, haven't they?

- (A) Yes, I think so.
- (B) Yes, they plan.
- (C) No, _____.

20

Can you take a message _____?

- (A) He was just a _____.
- (B) It's _____.
- (C) _____ a phone call?

21

Should I call or e-mail the customers about the _____?

- (A) I had to _____.
- (B) They _____ already _____ it.
- (C) They seem to _____ it.

22

_____ can I find the key to the _____?

- (A) Isaac _____.
- (B) I forgot to _____.
- (C) No, it _____.

23

_____ again?

- (A) The _____ yet.
- (B) I think I will do it tonight.
- (C) We should _____.

24

Are you _____ next week?

- (A) No, I _____ to Paris with my family.
- (B) Yes, I'll _____ next week.
- (C) The manager wants me to leave next month.

25

_____ more _____?

- (A) Because we called a _____ before.
- (B) I'm sorry, it's _____.
- (C) We are going to _____ at the meeting.

26

Didn't you _____ the _____?

- (A) I told you I already took it last year.
- (B) I don't have time to _____ them.
- (C) I'm _____ around the building.

27

The _____ is still _____, isn't it?

- (A) I'm afraid it didn't work well.
- (B) Our sales have been _____.
- (C) A _____ will be here _____.

28

How's the _____?

- (A) It's going to _____.
- (B) The _____ is very _____ consumers.
- (C) We're going _____.

29

_____ the meeting right now?

- (A) Sorry, the meeting was delayed.
- (B) It seems that _____.
- (C) It's been _____ the 3rd floor.

30

Would you like me to _____?

- (A) Oh, thanks. I was just about to ask you.
- (B) I've been _____ the report for a week.
- (C) Yes, _____.

31

_____ have to work late last night?

- (A) I don't have to _____, do it?
- (B) Jim said he would _____.
- (C) We had a lot of work to _____.

32

Excuse me, isn't Mr. Bill coming by here today?

- (A) Don't worry, we'll _____ them.
- (B) His secretary said he _____.
- (C) No, it's very hard to _____.

33

Please _____ write an _____.

- (A) I already reported to him _____.
- (B) I used the money for _____.
- (C) It's _____ this Thursday, right?

34

Do you want to _____ or do you have other plans?

- (A) _____ across the street.
- (B) I _____ today.
- (C) Yes, I _____ you.

35

_____ is the _____ for the furniture?

- (A) I'm afraid _____ until tomorrow.
- (B) We _____ the office.
- (C) _____ with the manager as soon as he comes in.

36

_____ is going to _____ Mr. Robert as the branch manager?

- (A) He was _____.
- (B) Mr. Kelly was the _____.
- (C) The board members _____.

37

We really _____ after we complete this project, don't we?

- (A) We _____ an _____ of 3%.
- (B) Yes, we really had a good time there.
- (C) I'm sure the director will _____.

38

_____ to receive the _____ for business cards?

- (A) We went there _____.
- (B) I didn't know _____.
- (C) We _____ by Friday.

39

_____ call you after work about this matter?

- (A) _____ if I don't take the call.
- (B) Yes, I can _____ for that.
- (C) _____ before he comes back.

40

_____ that _____ our Singapore branch next month?

- (A) _____ move in next month.
- (B) _____ my family is living there?
- (C) We're going to _____.

PART 3

41-43

W: Excuse me, _____ here for parking per hour?

M: We charge \$6 per hour, but you _____ because the area is full. A concert _____ in one hour.

W: Oh, no. I've been _____ for more than 30 minutes, but I couldn't find any. Is there anywhere around here I could go?

M: Well, _____ the Jenkins bank? You can find it right on the corner of 5th Avenue. The parking is free there on weekends, though it's _____.

44-46

M: Hi, Susan. The Human Resources director informed me this morning that you _____ at the new Hong Kong branch. _____!

W: Really? I didn't know that. You're the first to tell me about it. By the way, when do they want me to start working there?

M: Today is May 25th. They want you to start as early as the first week of next month because _____ for the past few weeks. So, they are going to _____ including you.

W: That early? _____. I'll probably be busy _____.

47-49

W: Carl, have you _____ on a new software program _____? David from the sales department says _____, but I learned a lot from it. You must sign up for it.

M: I'd like to, but I don't have time for that. I've spent the past few days writing this expense report and _____. I think _____ to me, too.

W: That's too bad. Tell you what. Just let me know when you're done with it. I'll teach you how to use the program. I'm sure it will save you a lot of time working on a report.

50-52

M: I just read in the newspaper that there's a concert by the Kelly orchestra on Friday at 6 P.M. I'm _____ theirs. Do you want to join me for that?

W: _____, but I'm _____. I'll probably be working extra hours during the weekend.

M: I'm sorry to hear that. I thought you were done with that. Well, they will be in town until next month. Maybe we can _____ the same day next week.

W: Oh, you're so sweet. I'll _____ then.

53-55

M: _____. Do you know when the technician will be here? We have hundreds of copies to make for the _____ today.

W: I know. I _____ at 10 o'clock and she said that it usually takes less than one hour before a technician arrives. So he should be here by 11. The event starts at 1, right?

M: Right. Well, if we don't hurry, we _____ for our customers _____ for the event. Remember how we _____ last time? I don't want that to happen again.

56-58

M: Hi, _____ these three novels and this magazine. _____?

W: Let's see. That will be \$18.65. If you are not a member yet, you may want to take a look at this. All you have to do is _____ your name and e-mail address and you will _____.

M: Okay. _____?

W: Oh, there are plenty of benefits. We _____ up to 10% on _____ on them. Not only that, we send you _____ to various events.

59-61

W: Did you check your e-mail? The director is going to call a meeting tomorrow morning and _____. Do you happen to know what he wants to discuss?

M: He wants to talk about _____. As you know, the sales numbers for our company have been down since last year. So he wants us _____. The management is even considering _____.

W: Hmm... Things seem serious. I don't think our department _____. But I guess we could help if we were _____.

M: You are absolutely right! Why don't you talk to them about what you've just said tomorrow?

62-64

W: _____ when the new sales director will be here? She's supposed to be here by 11 this morning, but she is not here yet. I tried calling her several times but her cell phone was off.

M: Oh, didn't you know that? _____, the president wants _____ a 3-hour _____ every week. So she's at one right now.

W: I see. _____ why she's not answering my phone. Well, then _____ when she is here? Just let me know when she's done with it and I'll come to pick them up.

M: Certainly. Leave them on my desk. She'll probably be here in about half an hour.

65-67

W: Hello, Mr. Carl. This is Dora Ann from Dr. Shumit's office and I'm calling to let you know that your appointment with Dr. Shumit has to be changed. He is _____ in Detroit. He says he _____. I'm really sorry about the inconvenience.

M: Oh, really? Then when will I be able to see him? I hope it's not Thursday. _____.

W: He won't be back until Thursday afternoon. But he doesn't have any appointments on Friday. _____ 1 o'clock on Friday afternoon?

M: Let's see... Well, _____ because I have a job interview at that time. But _____ see him _____.

68-70

M: We have the _____ for next week. Did you _____ the reservation at the City Tower?

W: Well, you told me to make a reservation at noon, but I _____ and found out that they _____. So they _____ to 1 or 2 o'clock if we want to have a bigger room.

M: Oh, is that right? Our department has grown so much more than last year that we need a bigger space. OK, then make it one and _____ to let them know about that. We're expecting 20 this time, right?

W: _____, yes. But _____. That's the maximum that the _____.

PART 4

71-73

Good morning, everyone. Thanks for coming in. I'm pleased to tell you that _____ shows that we were voted as having the best customer service of any local delivery company. _____ getting their products within 2 days wherever they are in the country. However, we should be aware that there's _____ from them about lost or damaged products. To maintain customer satisfaction, _____ to make it easier for them to _____ and get a refund. Contrary to our expectations, our sales a lot. Does anyone have any new ideas?

74-76

Hello, this is Amy from Doctor Jeremy's office. This message is for Susan Reynolds. I'm calling because we _____ the Eastside Job Center at 1527 Central Avenue. You _____ 11 A.M. on Monday, May 15th for a routine cleaning and X-ray. But _____, Dr. Jeremy has not been able to see patients. So, I'm afraid that I must _____ you for Friday, May 19th _____. If you want to reschedule or cancel, please contact me at this number 48 hours before your appointment. _____ that this might have caused. Thank you.

77-79

Attention, all employees. This is the _____ to be conducted on _____ at 4 o'clock. So all workers are advised to _____ the machines after that time. Some of the machines that are found _____ will be _____ with new ones. Employees should go to Room 105 next to the cafeteria by 4:30 to meet with our training manager, Ron Grayman. He will _____ on how to operate the new machines. The operation of the machines will _____ tomorrow at 8 o'clock. Thank you.

80-82

Hi, this is Lisa Salander calling from Sullivan Supplier. You placed an order for two pairs of brown comfort shoes yesterday. Well, I'm afraid to tell you that _____ They are the most popular items among customers. You, _____ but _____. If you prefer not to wait, you can order a different color or model and I can send them out to you today. Otherwise, you can either wait until next Wednesday or you can call a different supplier. I'm sorry about the inconvenience. Please _____ available right now. Please call me back at this number and let me know what you'd like to do. Thank you.

83-85

_____ where you can choose from _____? Then come on down to Wilkinson's World. We offer _____ fridges, blenders and a whole lot more. Since its founding in 1984, we have been trying our best to make our customers' lives more convenient and it's been _____ since we've been dedicated to that goal. In order to celebrate our _____, we decided to offer you a _____ and _____ if you purchase an item from us this month. That's not all! You can purchase any of our products _____. Don't forget! This offer applies to this month only. Please don't miss out on this great opportunity and visit a store near you!

86-88

Good evening, everyone. Now I feel honored to introduce to you our speaker, Dr. Billy Kent. He is my _____ at University of Arizona and as you know well, he is a _____ and _____, *Persuasion that Wins*. In writing his book, he spent years _____ like _____, telemarketing firms, and what not. That way, he can provide you with a lot of advice that you will find helpful if you want to _____. Tonight, he is here to share his experience. Please give a warm welcome to Dr. Kent.

89-91

Before you get back to work, I have a couple of things to tell you. _____ hiking boots is just 2 weeks away and _____. So, I decided to _____ to our team who will start working _____. I'd really appreciate it if you could team up with each other to meet the deadline. Luckily _____ arrived on time from Paris. One more thing, the manufacturing team has been working _____ to make next month's _____. You may be glad to hear that the president promised to _____ us for this hard work. Now, I've asked Jim to show you what his team has been working on. Jim, please _____.

92-94

D&D Computers is bringing in the newest models of all our top-selling items, but first, _____. That's why, for three days only, all current computer models are on sale. The _____, the best prices we've had all year. Get laptops for 35% off, desktops for 40% off, and _____. Select computer accessories and software are also _____, from 25% to half off. All items are _____, and the sale ends on Saturday at closing time because we won't be open on Sunday _____. Hurry in; _____. For more information, visit our website at www.dndcomputers.com and come in to D&D Computers starting tomorrow for the greatest deals ever.

95-97

Attention passengers! Star Train _____ Chicago from Seattle will not leave at the scheduled time, 10 A.M. A careful inspection shows there is _____ We will be leaving the station _____, 10:15 A.M. But we will try our best to reach our destination on time. So please prepare your tickets for the _____. If you did not have a chance to buy your ticket, _____. For those of you who did not have a meal before boarding the train, please _____ where you can have meals and snacks. Again, we're terribly sorry for the delay and please enjoy your trip.

98-100

Hello, everyone. This is David Lee from WKBC Radio with your _____. It's a beautiful Friday evening and _____ I gave you good news in the late afternoon. Traffic is going smoothly throughout the city except one area. Hound Bridge is _____. So two of the four lanes are blocked right now and you will see cars _____ even before you approach the bridge. The authorities said the traffic would _____. You are advised to _____ if you want to pass by the area. Now, you will hear _____ and _____ for 'Feel the Vibe,' our hottest music show!

Mock Test 03**Dictation Training**

Date : _____ Name : _____ Score : _____

PART 1

1

- (A) _____ is open.
(B) A man is _____.
(C) A man is _____ someone.
(D) A vehicle's tire is _____.

2

- (A) A woman is _____.
(B) A woman is _____.
(C) A man is _____.
(D) Some bags are _____.

3

- (A) They're _____.
(B) They're _____ the subway.
(C) They're _____.
(D) They're _____.

4

- (A) A woman is _____.
(B) They are _____.
(C) Some plants are _____ on a table.
(D) They are _____.

5

- (A) Chairs are _____.
(B) A closet is _____.
(C) Desks are _____.
(D) A painting is _____.

6

- (A) Some houses are _____.
(B) A _____ is _____.
(C) A _____ is _____.
(D) A motorcycle is _____.

7

- (A) One man is _____ for the presentation.
(B) The overhead projector is _____.
(C) One man is _____.
(D) They are _____.

8

- (A) They are _____.
(B) They are _____ the restaurant's menu.
(C) A customer is _____.
(D) Both of them are _____.

9

- (A) The traffic is _____.
(B) Some _____ are _____ the street.
(C) Signs are _____ the buildings.
(D) The road is _____ many vehicles.

10

- (A) The _____.
(B) Some damage to the tracks is _____.
(C) Some trees are _____ the railway tracks.
(D) The railway station is _____.

PART 2

11

- _____ is Mr. Candle _____ in the office?
(A) _____ 3 P.M.
(B) The office is _____.
(C) _____ it takes five minutes.

12

- _____ Chestnut Street?
(A) Because it's too tall.
(B) It's _____.
(C) Yes, it didn't _____.

13

- _____ a bakery _____?
(A) Yes, they _____ great sandwiches.
(B) Bake some bread.
(C) _____.

14

_____ employees will come to the farewell party?

- (A) We _____ there.
- (B) _____.
- (C) I don't think so.

15

_____ Ms. Lee _____ at the meeting?

- (A) It was a _____.
- (B) She wants to talk about a _____.
- (C) It's _____.

16

_____ of your sales team?

- (A) Tim _____ sales.
- (B) Yes, he was my teammate.
- (C) _____.

17

_____ the workshop last week?

- (A) No, _____.
- (B) Yes, but it wasn't very _____.
- (C) Okay, I'll ask that later.

18

_____ now or are you too busy?

- (A) Yes, let me check it later.
- (B) You should _____ Mr. Johnson.
- (C) I'm sorry, _____.

19

The dress is _____ for only \$50.

- (A) We should _____.
- (B) _____, too.
- (C) No, it's _____.

20

_____ the airport?

- (A) Taylor _____.
- (B) _____.
- (C) It will take me one hour to get there.

21

You are _____, aren't you?

- (A) Yes, I _____ more than \$20.
- (B) No, sales didn't _____.
- (C) _____, but not now.

22

_____ keep working on this report tomorrow?

- (A) We'll keep them in the cabinet.
- (B) I'm sorry, _____ today.
- (C) Yes, we _____.

23

_____ the file folders that just arrived?

- (A) Please _____, if possible.
- (B) Suki ordered more folders than we needed.
- (C) _____ the next 2 days.

24

_____?

- (A) Susan _____ him a very nice present.
- (B) It was Douglas _____ him last night.
- (C) Jenkins is _____, I think.

25

_____ any extra paper cups?

- (A) No, _____.
- (B) Yes, but we're _____ them.
- (C) We _____ last night.

26

_____ the training class on the new software?

- (A) Yes, he's a very good _____.
- (B) _____?
- (C) I'd like you to _____, please.

27

_____?

- (A) I didn't know he has a gift for us.
- (B) I _____.
- (C) They will _____ our customers.

28

_____ Ms. Sonya _____?

- (A) _____.
- (B) No, she didn't retire.
- (C) He already _____ in the office.

29

_____ that we have to work late today to _____?

- (A) Yes, I was late to work this morning.
- (B) They've _____ of November 15th.
- (C) Yes, I'm afraid the _____.

30

Please make sure to _____.

- (A) _____ down there on the right.
- (B) I'm afraid the package didn't arrive yet.
- (C) _____ they need them?

31

_____?

- (A) You should _____ before you leave.
- (B) Yes, it's scheduled for Monday.
- (C) Sure, but _____.

32

_____ at the banquet?

- (A) A _____ is planned for the event.
- (B) I'm sorry, it's _____.
- (C) It's _____.

33

_____ the bathroom right now?

- (A) I wish I could take a bath now.
- (B) Maybe they're _____ in the pipe.
- (C) Because the tap water is _____.

34

_____ should we leave for repairs?

- (A) _____ isn't working now.
- (B) I had to pay \$50 for the repair service.
- (C) _____ here in the corner.

35

_____ in the meeting room is _____.

- (A) Yes, he promised to meet us there.
- (B) Didn't Sally _____?
- (C) I need _____ of page 4 and 5.

36

_____ the Marcus building?

- (A) The building's been _____ for 3 years.
- (B) I need 2 markers and an eraser, please.
- (C) I'm sorry, _____, too.

37

_____ Katie _____ this report before we send it?

- (A) Because it doesn't _____.
- (B) Yes, it _____ very _____ to all of us.
- (C) _____ now.

38

Do you think _____ is _____?

- (A) No, that's not the reason for the breakdown.
- (B) Yes, the _____ pretty soon.
- (C) No, it's _____.

39

_____ the packages on the table or on the floor?

- (A) I'd like you to put them on this desk.
- (B) They _____ ' _____.'
- (C) They are on the 3rd floor.

40

_____ a new carpet to _____ this room.

- (A) We have _____ the machine.
- (B) Sure. We have to go there.
- (C) _____.

PART 3

41-43

M: Good morning, ma'am. _____?

W: Good morning. I'd like two tickets to Boston. It's not very far from here, right?

M: No, it's _____. It takes about two hours. Here are your tickets and it's \$200 each. But I just checked the _____ saying that there's a _____ and you might expect to arrive a little late because of the _____.

W: Oh, no. I have to attend a workshop that starts at 1 P.M. I'm a _____, so I _____.

44-46

W: I haven't met the new employee yet. Is she the new sales manager, or is she going to do something else?

M: She just _____. R&D has developed a new product and we _____. I heard there are still _____.

W: Oh, I didn't know they need more salespeople. Actually, Kevin once told me he is interested in sales. He took some online courses and is looking for an opportunity. _____.

M: You mean Kevin Hans from the tech team? That's perfect since he knows about our products. I met him several times and he seems _____.

47-49

W: _____. Mr. Sheldon is expecting this report on his desk in an hour. Who should I talk to?

M: Again? At this hour of the day, it's going to be hard to _____ someone. _____. It's already connected to the printer and the Web, so you won't have any _____. But how come your computer is causing trouble so often? It's doesn't look so old to me.

W: When I joined the firm, they didn't have a new computer, so they had to _____. I've been meaning to ask for a new one, but it was working fine for about a year, but now it's about time to get rid of it, I guess.

50-52

M: Have you heard? AR Swing, the _____, is going to _____ at Irvine Park this summer. I can't wait to see it!

W: Yeah, this is great! I can't believe _____ and I heard online tickets for the last event _____ in just 20 minutes.

M: That's right and those who failed to get online tickets didn't mind waiting in line for days just to get tickets. What should we do?

W: Well, I saw _____ saying that _____ at the ticket office this time. That means we have no choice.

53-55

M: Did you hear that the _____ at the factory this morning?

W: Yes, I did. But we don't have to worry about it. Jim from the _____ just called me and said that the _____.

M: _____! I was concerned that it might affect the delivery of our sports drinks which we'll _____. If we don't get them by tomorrow, we won't have time to print the new company logo on the bottles.

W: Oh, really? Well, now that the order was sent out, everything will work out for us.

56-58

W: Did you get the message from Mr. Reed in the _____? He was asking _____. He has to present it at the board meeting tomorrow.

M: I got the message, but I _____ until I know the number of copiers that we need for next year. I sent an e-mail yesterday to _____. I also asked them to let us know if there is something else they need at work. I'll send him an e-mail right after I get replies from them. I probably should get answers before we leave work today.

W: I see. Well, then I'll _____ and _____.

59-61

W: Hello, I'm Mariah Choi from the Delphi _____. We're supposed to _____ tonight at 7 o'clock. But I'm afraid we won't make it in time because of the traffic. So _____ that the performance starts half an hour late?

M: Ah, okay. That sometimes happens at this time of the day. Is there anything else that I can help you with?

W: Yes. We have _____. So is there any special entrance that we could use?

M: Of course. There's a backdoor of the building right in front of the reserved parking area. It _____. Use the door and you will be able to save a lot of time before you set the stage. I'll _____ there to _____.

62-64

M: Excuse me, _____ some more cabbage for salad, but is this all you have now? It seems that you've _____ them.

W: That's right, sir. _____, we've had a _____ . I'm sorry, but that's all we have now.

M: I see. Then, is there anything else you'd like to recommend for us? My wife wants to have some salad before her main dish comes out.

W: Well, _____ Set A _____ ? It _____ a chicken salad which our chef is really good at. The vegetables in them have just arrived, so they're fresh and very tender. I bet she will like it.

65-67

M: I lost my cell phone on a taxi this morning. I really have to _____ now. Do you happen to know if there's a store nearby where I can buy one?

W: Try the Verizon Store. It's kind of far from here, at least 5 blocks away from here, but as far as I know, _____ in town.

M: Verizon? Aha! I do remember the store. That's where I _____ last year. But I don't have time to go that far. I have to go to a marketing conference in just half an hour. What should I do?

W: I think buying a new phone is the _____ now. I'll fill in for you at the conference and _____. I'll show them to you when you're back.

68-70

W: Hello, this is Hayako Kazumi from Seko Corporation. I'm calling to _____ . Remember? I bought 5 units two months ago from you. I really like your product because it prints out really fast _____ .

M: Ah, thank you. You've made the right choice because it is very popular with many other customers. But I'm afraid it's _____. The next shipment is supposed to arrive next week, so you won't be able to receive yours until next Tuesday or Wednesday. Is that okay with you?

W: Sure, I can wait. By the way, I'm going to order 20 units this time. Does that _____ ?

M: I'm afraid not. But we _____ if you order more than 10 units.

PART 4

71-73

Good morning, ladies and gentlemen. Thank you so much for coming in to visit Jefferson _____. After months of renovation, we've finally completed our _____. So, as you can see here, it's turned into a whole new building. Now you can _____ facilities on each floor; you can swim on the 1st floor and play squash or do weightlifting on the 2nd. We're also glad to announce that we've added over 10 new outdoor tennis courts. _____, the center will stay open to the residents until 11 P.M., _____, which will make it convenient for those who leave work late at night to _____. Only \$50 a month, up only \$5 from before, is required to become a member.

74-76

Thank you for calling Parkview Shopping Center. We have over 150 stores where you can find everything you need and it's our pleasure as well as duty to satisfy all our customers. Stores are _____, and _____ . If you would like to _____, please press 1. If you need _____, please press 2. To hear this message again, please _____. After you press 1, you will be asked to enter your _____. It is to make sure we have all the information about you to meet your every need. If you are not a member of Parkview Shopping Center, please _____ will take your call.

77-79

Hello, folks. I'm here to _____ of the program have _____. First of all, I'd like to thank you all for all the passion you've put into it and I'd like to congratulate those teams that lost the most weight. We have contacted local stores for the event so _____ will _____ to the winning teams. If you haven't been able to sign up for the event, don't worry. You _____ and click 'Ready to move.' We hope to see more of you join in for an even more successful _____.

80-82

Good morning, attendees! It's great to see you all here for the 35th annual Leadership Next Business Conference. _____, _____, is all about helping you and your company make the next big step and _____. We invited Mr. Seth Gardener, who is the _____ of Seth's Training Center. His extensive research on self-motivation has inspired thousands of people across the country and his book has just come out. He will be talking about _____. He will also conduct some role-playing exercises with you and _____. His book is available in the back of the room and he will gladly sign it for you.

83-85

I am pleased to be able to _____ of the Massey Entrepreneurial Award. Founded 5 years ago, this award is given every year to a businessperson who explores a unique business plan. Marianne Coolidge certainly represents the spirit of this award. Three years ago, she _____ with _____. Within a year, she not only _____ from her sister, but also _____. Now she is _____ her business and opening her first overseas store in Japan. Before she comes to the stage to accept her award, you will _____ and please remain in your seats after her speech, because her delicious cupcakes will be served.

86-88

Hi, this is Miranda calling from the community bookstore. This message is for Timothy Carrel. Mr. Carrel, the other day, _____ on how to write financial reports. I'm sorry that I was not able to help you then. The data searching system was _____. Now I've found some _____ that will help you. I can have them _____. But if you want to pick them up yourself, just give me a call back and I'll _____ so that no one can buy them before you do. I look forward to hearing from you. Thank you.

89-91

There's one more thing I'd like to talk to you about before I _____ today's meeting. As you know well, we _____ to our customers by mail _____. Compared to last year, however, it costs 30% more to mail them due to a price increase on stamps. After hours of discussion with the board, we decided to stop sending out coupons. Instead, we are going to _____ for our customers. A survey conducted by the planning department shows that our customers prefer paying less money for their purchase rather than carrying coupons. This will _____. We will _____ today. If a customer visits our store, please _____.

92-94

Good morning, Mr. Allen. This is Anna Choi at the A-Treat. We're glad to _____ with your agency to produce an advertising campaign for the latest model of hiking boots. _____ that we'd like you to emphasize is that they _____. As you know, we have a pretty _____ to _____, so I'd like you to come visit my office on Friday at 11 A.M. to _____. When we're done with that, we'll go over the details. I just sent you a map to our office by e-mail. You can't miss it. If you get this message, please get back to me as soon as possible. Thank you.

95-97

Hi Gary, I wanted to let you know about a change to the meeting we have with the finance director at ComTech tomorrow. We're still having it at 11 A.M., but we're actually going to meet with them at their _____ downtown, _____. It seems that _____ the meeting, possibly even the CEO, _____. This means we have to leave earlier, around 10 A.M. to get things set up. It's still fine to take a company car, so that hasn't changed either. _____ though, since Henry from sales is using it. But we should have enough time to take the ComTech people to lunch at 1. I'll be _____ around 6, so please call me back before that. Thanks.

98-100

Hi, Marsha. This is Bill. _____. You must remember one of our clients, Ethan Reynolds of Plymouth Finance. Mr. Reynolds wants to revise some details of the building remodeling plan which we already agreed on. We can _____ in them, but it will definitely _____. He insists that since he had already invested _____ in the project, he won't spend another dollar on the changes. We've already had a discussion on this three times, but we ended up _____. I know that you _____ him on some previous projects, so I was hoping that you could give me some advice about how we can handle this problem. I look forward to hearing from you. Thank you.

Mock Test 04

Dictation Training

Date : _____ Name : _____ Score : _____

PART 1

1

- (A) She's _____ her coat.
- (B) She's _____ with one hand.
- (C) She's _____ her jacket.
- (D) She's _____ the railing.

2

- (A) The grass is _____.
- (B) The girl is _____.
- (C) The bicycle is _____ from the house.
- (D) The girl is _____.

3

- (A) The tables _____.
- (B) A _____ near the tables.
- (C) The area is _____.
- (D) Chairs are _____.

4

- (A) Boats are _____ on the river.
- (B) A man is _____ a boat.
- (C) A man is _____ of a boat.
- (D) Some boats _____.

5

- (A) They are _____.
- (B) They are _____.
- (C) They are _____.
- (D) They are _____ the ground _____.

6

- (A) A woman is _____ the others.
- (B) Trees are _____ of the park.
- (C) Two people are _____.
- (D) Benches are _____.

7

- (A) The man _____.
- (B) A woman is _____.
- (C) A man is _____.
- (D) A man is _____.

8

- (A) Chairs _____ on the lawn.
- (B) There are trees _____.
- (C) Chairs are _____ trees.
- (D) The bushes are _____.

9

- (A) A woman is _____ by the hand.
- (B) They are _____.
- (C) The water is _____.
- (D) A woman is _____.

10

- (A) Bicycles are _____.
- (B) A metal fence _____ of bicycles.
- (C) Bicycles are _____ for sale in front of a building.
- (D) Plants are _____ to the side of the road.

PART 2

11

- _____ did you _____?
- (A) We close at 5 P.M.
 - (B) No, the supplier isn't here yet.
 - (C) _____.

12

- _____ of the jazz concert?
- (A) _____.
 - (B) You have to _____ \$50.
 - (C) It starts at 7 in the evening.

13

- _____ market?
- (A) The items are _____.
 - (B) Yes, it's very popular in the market.
 - (C) The one that _____.

14

- _____ a bookstore in this part of town?
- (A) Yes, _____.
 - (B) It's _____ from here.
 - (C) No, it's not part of it.

15

- _____ the mailing list?
- (A) Early tomorrow morning.
 - (B) Your name is _____.
 - (C) _____ Mr. Hendrickson.

16

- _____?
- (A) He'll call us in a minute.
 - (B) Certainly, _____?
 - (C) The van is being repaired.

17

- _____ the _____?
- (A) _____.
 - (B) We raised about \$5,000.
 - (C) The Gardner _____.

18

- _____ the departments _____?
- (A) _____ until 2 P.M.
 - (B) _____.
 - (C) They are not working properly.

19

- _____ the other day.
- (A) The view is great from here.
 - (B) _____?
 - (C) _____.

20

- Mr. Cane _____, isn't he?
- (A) I didn't know that.
 - (B) Yes, he looks tired.
 - (C) No, he is _____.

21

_____ fruits or pie for dessert?

- (A) _____.
- (B) This area has been _____.
- (C) I think it is very delicious.

22

_____ for the conference?

- (A) It didn't cost much but was fast.
- (B) I'd _____.
- (C) The train was delayed due to an accident.

23

_____ to print the brochures?

- (A) I think I can handle the job.
- (B) Print them as many as you want.
- (C) They _____.

24

_____ the delivery schedule?

- (A) It's been already rescheduled.
- (B) We're going to meet in the conference room.
- (C) _____.

25

_____ for the training course?

- (A) _____ with the manager?
- (B) Jessie used to be a good trainer for new comers.
- (C) You don't have to _____.

26

_____ across the street?

- (A) No, it opened recently.
- (B) _____.
- (C) Yes, I heard _____.

27

_____.

- (A) He is _____ a lot from the class.
- (B) He _____.
- (C) Because he _____.

28

Do you know _____ the workshop?

- (A) _____.
- (B) Yes, Charlie is the owner of the shop.
- (C) _____.

29

_____ for your presentation?

- (A) They say _____.
- (B) No, _____ people were _____.
- (C) _____ with them.

30

_____ as Sarah two years ago, didn't you?

- (A) Yes, we were _____.
- (B) No, we _____.
- (C) She really likes working in the department.

31

_____ an emergency list?

- (A) The list has about 100 hospitals in the area.
- (B) The director wants it _____.
- (C) _____ because it's not urgent.

32

_____ this memo for me?

- (A) I advised you not to work late.
- (B) Yes, I left a memo on your desk.
- (C) _____ that?

33

Do you think _____ or is it too late?

- (A) No, it's not. _____.
- (B) I was late to work this morning again.
- (C) He asked me to _____.

34

_____?

- (A) The firm promised us to cover the expenses.
- (B) I'm afraid _____.
- (C) Isaac _____.

35

_____ a yoga class?

- (A) Yes, I heard the class is _____.
- (B) No, I was not because _____.
- (C) We took the same course 2 months ago.

36

The laptops _____.

- (A) I guess they're in the top drawer of my desk.
- (B) _____?
- (C) Red doesn't match with this outfit, I think.

37

_____ before lunch?

- (A) We had a big lunch before we got here.
- (B) It would be better if we do it before lunch.
- (C) _____.

38

_____ the annual conference for Tuesday or Thursday?

- (A) _____.
- (B) The meeting was on last Tuesday.
- (C) Yes, I know _____.

39

_____ now?

- (A) No, _____ them.
- (B) No, they said it's very easy to use.
- (C) I'm afraid _____ now.

40

_____ are going to _____

_____ at the end of the month.

- (A) Tell him to place them on the table, please.
- (B) The _____ of the machines are _____.
- (C) _____, we need _____.

PART 3

41-43

W: I forgot to _____ to New York for tomorrow.

Can you call the airline now and check if there's still _____
_____ for 2 P.M.?

M: Well, actually I called them a minute ago and I was told that the flight for that time was already fully booked.

W: Oh, no. If I don't take that, I'll miss _____ at 3.
Is there any way for me to take the flight?

M: Well, _____. Other than that, you should think
of catching a flight that departs at 3, which means you should _____
_____ until 4.

44-46

M: You're back! I heard you were _____ in
Europe. How was it?

W: Oh, it was really _____. The marketing staff
showed me around many local stores and it helped me learn how our products
are marketed there.

M: That's great. I'm certain it would help you get some ideas about how we should
run business in the future. Do you know we will _____
_____ next year?

W: Of course, I do. I got an e-mail from the president saying that he _____
_____. Now, I'll have some time to write a report for that.

47-49

M: You know the _____ orchestra is having a concert at the St.
Joseph's Theater this Saturday at 7 in the evening. You may want to see that this
time because _____. It's our last chance to
see them play.

W: Really? That sounds great! I hope tickets are still available. _____
_____ is _____ me tomorrow and she's
a huge fan of music concerts. How can I get tickets? Should I go to the theater's
Web site?

M: No, the _____ after I bought them. So I think
_____.

W: Oh, I see. Thanks for letting me know that.

50-52

M: The weather is terrible today. I hate to drive to work in this weather. I saw on the Internet that even some roads are closed.

W: Then, _____ if you don't have any important meetings? I wish I could, but it's kind of _____ ever since Stacey took some time off _____. I've been asking Mr. Jackson to hire someone, but he said we don't need to because she is going to be back in two weeks.

M: I don't want you to drive in this weather, either. Okay, _____ today, and _____. I can stay with the kids.

W: That's would be nice. I should call Melinda and tell her _____ today.

53-55

W: Do you think you could _____ for next year? I'm using a lot of _____ and survey results and I'm a little concerned about the numbers. _____.

M: No problem. When do you think you'll have it ready for review? _____ this Thursday morning before I _____.

W: I thought you are going on a business trip tomorrow and not coming back until Friday.

M: My Wednesday meeting in Denver got canceled. _____ with Zink Tech Co. _____ because we _____ per unit. We are _____ in looking for another supplier. E-mail me and I will get back to you by Friday. That way you can hand it in next Monday.

56-58

M: Judy, there you are. _____ before you left. Did you get the memo from Director Stevens about the conference next month? It is about _____. Our budget is a little lower this year, mostly because of _____.

W: Actually _____ the speakers for the conference. They have so many requests and some of them might not be able to make it. Is there anything else urgent that I have to worry about in the message?

M: I'm not sure. You should check it out before you _____ with the hotel reservation.

W: I won't be back to the office until late this afternoon. I don't think I have time for that. _____ for lunch anyway. I'll just _____.

59-61

M: I heard you have finally become a _____. Congratulations! You deserve it after all your work.

W: Thank you so much. You have been really helpful. I've got a lot of ideas _____; for example, _____. You let your people _____ in the morning and they can leave after their 8 hour shift.

M: I got the idea from one of our employees, Ms. Gail. She is a mother of three children and works harder than most people I know. But her _____ her. Now the _____ in our office has _____ and they seem to _____.

W: It will definitely work in my branch as well since we have a lot of parents.

62-64

M: Excuse me. There are some problems with my room. The air conditioner stopped working and the _____. And you still didn't get me the blow dryer I requested from the moment I got here.

W: Our apologies, sir. I'll have someone take a look at it right away. Or since we have other vacancies available, _____?

M: Yes, I think that will be better as long as I can get a room on the same floor with the same view. _____.

W: No, problem, sir. Actually, _____ for three people. For the inconvenience we have caused, we would like you to have it _____.

65-67

W: Mr. Hoffman, is it all right if I _____? I have to _____.

M: Of course you can. What's wrong with her? I hope it isn't serious.

W: Judy had _____ when she was young, so I have to take her to a specialist once a year to make sure everything is still fine. By the way, _____ Ms. Swanson _____, _____. I tried to do it on a different date, but she said tomorrow is the only day she is available. So I asked Ms. Wright to _____.

M: I was going to send her to meet one of our clients tomorrow. Don't worry about it. I will find someone else.

68-70

M: Now that we're finished with the interview, we should make a decision. _____ do you think is _____?

W: Well, even though we've _____ the list of candidates to 4, it's still hard to tell. But if you ask me, _____ James because he has worked longer than others in the field of construction.

M: Basically, I agree with you. But don't you think he is _____ for that kind of position? I mean, he supervised more than 60 workers on many construction projects.

W: Well, then _____ for the Chicago office. _____ and he said he was ready to start his work right away. _____ if he's interested in the position.

PART 4

71-73

Hello, Mr. Rodriguez. This is Irene Chang calling from Tiabora accounting. I'm calling to do _____. Your secretary came in yesterday to receive it, so you probably have reviewed it by now. As the report shows, your company's finance is pretty good. However, there are still _____ of the alarm system that you manufacture. I believe they will make your company's finance stronger, which means it will definitely help you save more money. You can either _____ my office or _____ me _____ when you're available. _____ from 2 to 6 P.M. on Mondays and Wednesdays. I'm looking forward to hearing from you. Thank you.

74-76

_____? Then come on down to stores nearby to try the new Oscar T-2000 lawnmower! It is lightweight, operating with a smaller motor than the previous models and it is easier to use. All you have to do is push the red button to start the engine. _____ in the new product section of Consumer _____, the T-2000 is the hottest among those in the landscaping industry. _____ our products featured on several TV programs! _____ site and _____ from hundreds of our customers. And this month only, you can buy yours 20% off the retail price. Plus, if you _____ within 2 weeks of purchase, we offer you _____. The Oscar T-2000 is not available online, so . Don't let this great opportunity pass you by!

77-79

Before we end today's meeting, I'd like to talk about one more thing. You probably know there have been _____. So _____ May 1st which is _____, wireless Internet service will be available in all the guest rooms _____. We've _____ to _____ which, I believe, our guests will surely welcome. I want all of you to learn about the _____ so you can explain them to guests when they check in. They can find the password on a card placed on the table in each room. For username, they should enter our hotel name. For your reference, _____ containing information on the access procedures.

80-82

I think everyone is here now, so let's get started. Please take a look at the paper. As you can see, we have _____ today. First, we will _____ from Bob Newton _____ and talk about the issues that have come up. _____, we will discuss whether we should open more stores and if we will, _____, about the conference. Mr. Norman e-mailed me to make sure we didn't make the same mistake as last year when we _____ for six rooms. _____. We should talk about who should be in charge this year and how many people will attend. Okay, Bob, why don't you start?

83-85

Attention, everyone. Because _____ about the use of the kitchen, I need to _____ with you all again. First of all, put only the bottles and cans in the green bin. The cleaning staff has found some food in the green bin several times. And plastic goes in the yellow bin and paper in the blue one. _____ including _____ goes in the _____. The cleaning staff _____ the bins at 11 A.M. and 6 P.M., so if you use the kitchen _____, where the garbage truck will pick up the trash at 8 P.M. Please take all of your food out of the fridge at the end of the week. The cleaning staff is not responsible for _____ for you.

86-88

Troubled airline Comet Air had more bad news this week as _____. This is the latest development in Comet Air's rapid decline, which began when _____, demanding higher wages and better hours. Numerous flights had to be rescheduled or even cancelled, angering tens of thousands of passengers, both domestic and international. _____, news came out about _____, including seats that came _____. Videos of poor plane conditions _____, _____, an immediate and very public inspection process. Now, _____, this time by the cabin crew, the struggling company's CEO _____ that the airline may _____.

89-91

Tonight, I've been asked to _____ as a businessman who started from the bottom of the corporate ladder and made it to the top. I got my first job in the mail room at Stanley Inc. I was so glad that _____ because _____. First thing I did was to set up a goal, which was to become the head of that department. I achieved that goal _____. Two years later, _____ marketing where I decided to _____. After five years, I took charge of marketing and that's when I decided to leave for another firm. I wasn't sure whether I was doing the right thing, and people advised me not to take any risks, but I didn't want to play it safe.

92-94

Merry Melodies Music Company is dedicated to bringing world-class music to people around the world at reasonable prices. Our recent survey shows that people are often disappointed at the albums they have chosen. So Merry Melodies is _____. Sign up and each month we will send you a CD or digital album. _____ and if you are not fully satisfied, _____ at our expense. _____ at www.merrymelodies.com to _____ and _____, you will _____ of your choice _____. All members are required to purchase a minimum of 8 albums within 6 months.

95-97

I know you have a lot of work to do. So, _____. It's been almost four weeks since we started our Web site. Although still under construction, I hope you find it informative and useful, and especially the 'Customer Feedback' section seems to have _____. But the marketing director just told me that the deadline for the whole completion has been rescheduled for _____, _____. The president wants to see it _____ for November 6th, our company's 20th anniversary. This means we'll have to work late. You will be _____. If you encounter any problems or concerns, please drop by my office. Keep in mind that _____ over all other projects. Now, let's get back to work!

98-100

Hello, listeners. I'm Donna Hughes, host of "Window to the world" on WBC radio. Today, Lisa Raymond, _____ and an economics professor at University of Delaware, is joining us live here in our studio for the next hour. She will be speaking about '_____', so-called 'Star marketing.' You probably wonder why people are more likely to buy a product when a celebrity promotes it. We have often seen _____ from well-known athletes or actors greatly influence product sales. _____, Professor Raymond is here with us to _____. If you wonder why, please stick around for the next hour. She'll share her findings with us after this commercial break.

Mock Test 05

Dictation Training

Date : _____ Name : _____ Score : _____

PART 1

1

- (A) He is _____.
- (B) He is _____ on the wall.
- (C) He is _____.
- (D) He is _____.

2

- (A) A woman is _____ on the shelf.
- (B) Goods are _____ on the shelves.
- (C) A woman is _____.
- (D) They are _____ the exit.

3

- (A) The man is _____.
- (B) The man is _____.
- (C) The man is _____.
- (D) The man is _____.

4

- (A) Tables have been _____.
- (B) Tables are _____.
- (C) There is _____ on the tables.
- (D) Chairs are _____.

5

- (A) The roof of the building is _____.
- (B) People are _____ in front of a train.
- (C) Two tracks _____ to each other.
- (D) A building is _____ the lake.

6

- (A) The man is _____.
- (B) The man is _____.
- (C) The man is _____ to an audience.
- (D) The man is _____ the wall.

7

- (A) The woman is _____ a pot of coffee.
- (B) The copier has been _____ in a corner of the office.
- (C) The woman is _____.
- (D) Some paper is _____.

8

- (A) They're _____.
- (B) They're _____ some boxes to the side.
- (C) They're _____ a piece of furniture.
- (D) They're _____.

9

- (A) They're _____ in an art gallery.
- (B) A man is _____ which a woman watches.
- (C) An easel is _____ the wall.
- (D) A man _____ a woman's sholder.

10

- (A) Some monitors are _____ the ceiling.
- (B) Carts are _____.
- (C) Some luggage is _____.
- (D) The baggage carts are _____.

PART 2

11

- _____ for the luncheon?
- (A) We had lunch together last week.
- (B) _____ I talked to you.
- (C) Yes, that's what the sign read.

12

- _____ our sales documents?
- (A) Maybe it _____ Michael.
- (B) A _____ takes care of it.
- (C) The documents are being reviewed.

13

- _____ can't get a year for a vacation?
- (A) Five hours a day, I think.
- (B) This weekend.
- (C) _____.

14

_____ for me now?

- (A) Maybe not. I was on vacation then.
- (B) I learned about it just a while ago.
- (C) Yes, I'm _____ now.

15

_____ these folders?

- (A) _____ the storage room?
- (B) I think you should _____.
- (C) You can find them in the cabinet.

16

_____ the lounge on the second floor?

- (A) Because it is _____.
- (B) For a conference, I guess.
- (C) I heard it is _____.

17

_____ to Mr. Johnson?

- (A) Yes, I would _____.
- (B) No, he would transfer to the sales.
- (C) Yes, _____.

18

_____ for orientation sessions at 1 o'clock.

- (A) They've attended the two 6-hour sessions.
- (B) The director says _____.
- (C) I'm afraid they didn't _____.

19

_____ the computer or _____ a new one?

- (A) No, we _____ spend that much.
- (B) _____.
- (C) Of course not. It's on sale.

20

_____ this new suitcase _____.

- (A) My favorite color is not green.
- (B) I'm glad we have that _____.
- (C) He _____ until tomorrow.

21

_____ does _____ to Denver _____?

- (A) Two hours isn't enough for the job.
- (B) I'm headed for the station right now.
- (C) Sean _____.

22

_____ that _____?

- (A) The board _____ the budget.
- (B) I think it won't be here until May 23rd.
- (C) That's the earliest time we can complete it.

23

_____ do you think _____ for writing a proposal?

- (A) Jamila will be the first to contact him.
- (B) The manager has already signed it.
- (C) _____.

24

_____ with Bison company _____?

- (A) Contact information has to be updated.
- (B) It _____.
- (C) You can find the expiration date on the box.

25

Do you know _____?

- (A) We may have _____.
- (B) I got it from the vending machine.
- (C) It _____.

26

_____ is Ms. Jenkins _____?

- (A) She is going to depart this afternoon.
- (B) Whichever she chooses needs approval.
- (C) _____ is her job.

27

You are a _____ of a company _____, aren't you?

- (A) _____, but not anymore.
- (B) Yes, _____ on that.
- (C) It plays wonderful music, I think.

28

_____ for the ferry to Cherry Island?

- (A) It was a one-way trip.
- (B) You will be _____.
- (C) It varies _____.

29

_____ do you _____ the conference _____?

- (A) More people than expected _____.
- (B) This is the last time we attend it.
- (C) It will _____ after they _____ the details.

30

_____?

- (A) Maria handles them.
- (B) I didn't have time to _____.
- (C) The _____ said we should pay for them.

31

_____ to get over the financial crisis?

- (A) Good decision-making is the key to success.
- (B) I've _____ the finance division.
- (C) _____ is the _____.

32

_____ an updated security program?

- (A) Security seems pretty tight around this area.
- (B) _____ it is _____.
- (C) No, the computer is _____.

33

_____ does the _____ on the printer keep _____?

- (A) Don't forget to click the 'link' twice.
- (B) Because we have to keep the light on.
- (C) The technician said it's _____.

34

_____ I ordered on your way here?

- (A) I strongly recommend you try the food.
- (B) I'm afraid I'm won't be back until 3 o'clock.
- (C) Okay, _____ for that.

35

_____ for the regular inspection next Thursday?

- (A) Mr. Douglas is going to be here to inspect it.
- (B) I'm available on Thursday.
- (C) _____?

36

_____ the shopping mall _____?

- (A) I would say _____.
- (B) I heard they serve great spaghetti.
- (C) Lunch is on me, if you don't mind.

37

_____ of next month's energy conservation seminar?

- (A) Its _____ has improved a lot.
- (B) It will _____.
- (C) It will start right after the keynote speech.

38

_____ for a _____ in the _____?

- (A) Our best choice is to pick the cheapest item.
- (B) _____ the most experienced one?
- (C) Samuel _____ of the museum.

39

_____ yet, have they?

- (A) _____.
- (B) I'm sorry, we haven't invited all the owners.
- (C) Our sales have been on the rise for 3 months.

40

To _____, you have to _____ from the _____.

- (A) The password I've tried is _____.
- (B) The office has been _____ to the 3rd floor.
- (C) In that case, I'll _____ to the officer _____.

PART 3

41-43

M: Can you do me a favor? I'm _____ and I'd like you to book a seat for me.

W: Let me check. Um... there are two seats available for that day. One departs at 11 in the morning and the other at 2 in the afternoon. Which one do you prefer?

M: The meeting starts at 1, so I should _____ one. I want to arrive a little early and have some time to _____ for the conference before it starts. That way, I don't have to rush to the place.

W: All right, then. I'll _____ for that time.

44-46

W: Excuse me, I'm supposed to _____. Am I in the right place?

M: Yes, you are. But the tour guide just told me that the tour's not leaving for about half an hour. You know, it usually _____ early in the morning. Do you have the tickets, by the way?

W: Yes, I got them online. Well, as the tour is not leaving for 30 minutes, I'd like to _____. Is there any place where I can go?

M: There's a snack bar just one block away. They have excellent burgers and desserts.

47-49

M: Hello, I'm a guest staying in Room 315. I'd like to _____ from my room and I'm wondering how much it costs.

W: Well, it _____. But usually, you're _____ \$2.50 and \$6.00 per minute.

M: I see. Well, it is kind of expensive. Is there any way I can make a call at a cheaper rate?

W: Oh, you're lucky because the gift shop in the lobby just opened and every item including a calling card is on sale for our guests. All you have to do is _____?

50-52

M: What a long week! We _____. Do you have any plans for this weekend?

W: Yes. Dyllan and I are going to see an opera at the Rhodes Theater on Saturday. But I have a problem. He was going to give me a ride there. But _____. So _____.

M: Well, there's a train that goes downtown on weekends only. It runs every 30 minutes and it's about a 20-minute ride. _____ because the _____. There are quite a few people who want to get away on weekends.

W: Really? I didn't know that. I have to call him right away and tell him about this.

53-55

W: I'm sorry about the meeting yesterday. I had an important appointment with my overseas clients, so I had to leave shortly after the first half of the meeting. I didn't want to be late for that. Could you please tell me what I missed?

M: During the second half, we discussed some changes to the store. You know, since the _____, we're going to _____.

W: That sounds like a great idea. But would that mean that we have to _____? Some of our coworkers are taking computer lessons, so they can't work extra hours.

M: That wouldn't be a problem. We'll _____ who will help in the store for the next 3 months.

56-58

M: You may not believe this, but it took me two weeks to _____ for the Riley building. I _____.

W: Oh, really? You must've been frustrated. I heard that _____ all the work _____. Is that right?

M: That's right. Remember? Last time I was working on the draft for the Marcus Corporation, I deleted all of my work on a computer by accident. Since then, I'm concerned about losing my work. I have to learn how to effectively use a program first.

W: You should _____. It's really _____, so you can refer to it anytime you want. Otherwise, you'll have to call a technician quite often.

59-61

W: Good morning. We're _____ next Friday, which is June 15th and we'd like to hire a bus and a driver to take us to Santos Lake. We need a bus that can _____ about 40 people.

M: Let me check. Um, I'm afraid _____ on that date. But _____ you two mid-size ones that can hold up to 20 passengers each and you can have _____.

W: I see. How much do they cost? I mean, do we have to pay more for two smaller vehicles instead of a larger one?

M: No, you don't. But _____. That's \$30 per person. So, that means you pay \$1,200 for your group.

62-64

M: Sorry, I'm late to work this morning. I left my home an hour ago but I was stuck in traffic even before I got downtown.

W: That's too bad. But didn't you know _____ going on _____ on 4th Avenue? You should've checked the traffic update. Last time you were late, it was snowing heavily, right?

M: That's right. Anyway, it's been just a few days since I started working here and _____ if I drive on roads that _____. Is there another way to get here?

W: Well, You should _____. It offers you that can help you get here. Why don't you go there and print them out?

65-67

W: Mr. Craig. I'm really grateful to you for this interview _____ our magazine. Since _____ first appeared on the market last year, it has been _____ with consumers. Where did you get the idea for your product?

M: I always enjoyed working in the garden and thought about how I could make it look beautiful. And my wife suggested that I try _____. That's how I started up my own company.

W: Well, you now sell 2,000 units a week through local stores. How do you explain that?

M: I think that's because our _____ is beginning to _____. I mean, we offer a one-week trial period and consumers seem to like it.

68-70

W: I'm just back from _____ and I believe you attended the _____ this morning. Was our budget proposal for next year approved by the board members?

M: I'm afraid it was _____ because they wanted us to _____ So we have to _____ right away. The next meeting is scheduled at 2 tomorrow afternoon. What do you want us to do now?

W: I'm wondering _____ it costs to _____. We should call the hiring agency and ask about it. As you know, we're short-handed to work on the job and we should get more people on it and also figure out how much that will cost.

M: All right. I'll contact them right away.

PART 4

71-73

Hello, _____ of Collin apartments. We are _____. We are open Monday through Thursday, from 9 A.M. to 6 P.M. _____, we are _____. If you're experiencing emergency maintenance that needs our immediate attention, press 1 and stay on the line. Then, _____ will respond to your call. If you're calling _____, press 2 and leave your name, address, and phone number. Our staff will _____ right after the office opens. To make any recommendations to help improve our community, please press 3. We highly respect your opinions. Thank you.

74-76

Attention, visitors to the Columbia museum! We're sorry to announce that the _____ in 15 minutes. But the museum restaurant and gift shop will stay open for another hour. Those of you who _____ before you entered should get them back before leaving. We also gladly inform you that the famous sculpture, Five Treasure Islands by Eddie Curtis, a renowned artist who just came back after _____, will be on display next month here at the museum. _____ to our museum for 2 months only. _____ at the booth beside the entrance, then our staff will _____ for the exhibit. We look forward to seeing you next time. Thank you.

77-79

Good morning. This is Marie Choo with your morning business report. Today, we have great news for drivers. Peter Haggie, _____ of Phoenix Motors, announced today that the company will _____, Aquatrax, next Monday. Mr. Haggie said that the car is _____ who have to _____. He also added that the features of the vehicle include its ability to _____, _____ and above all, _____. Consumers interested in the vehicle can take the car on a test drive before they make a purchase. The price will be anywhere from \$9,000 to \$13,000 _____.

80-82

Hello, everyone and welcome to the _____. Before we _____, I'd like to make some announcements to you. First of all, the _____ for the evening session which was _____ to be held in a conference room _____ Room 201 _____. Sorry about the confusion. And 59 next, you can still sign up for this weekend's 'Publishers' Life' event. As it was _____, the event begins at 7 in the evening and features a talk by Jonathan Collins, leader of our association, to discuss how to succeed in the industry. _____ will be served there.

83-85

_____ our international travel bus. _____ to Victoria Park within 10 minutes. My name is Jason Sanders and I'll be your tour guide for the whole week. We will be traveling for about 2 hours before we cross _____ and we will walk about 1 kilometer through the wildlife reserve. Unfortunately, it is _____ today, so _____. So _____ stay on the wooden walkway, if possible. The place is beautiful, but I want to make sure that everyone is safe. So _____. Also, you are welcome to ask questions, take photos and _____ on the way, but _____. Please check you have your passport with you.

86-88

It is my great pleasure to have you here tonight. As you know well, we're here to _____, Phil Jackson. It was _____ working here at Cranville Electronics. Just as the company has become the top computer maker during that time, so has Phil's career. His first 8 years were spent in market research and then his next 12 years were in the sales department and for the last 10 years, he's _____ where he's been _____ all aspects of effectively promoting _____ before they appear on the market. Now we want to sincerely appreciate his hard work and dedication that make Cranville as successful as it is today.

89-91

Good morning, folks and welcome to _____ for our company's new data processing system. First, I'm going to spend about one hour explaining the way that the system operates. This will help you get a clear understanding of the _____. In the second hour of the session, you will learn how to use the software step by step. In the meantime, if you have trouble working with the software, please _____ who will be _____ to help you. Please note that you must learn _____ before you advance to the next session. I'm certain that by the time you complete the whole session, you will greatly enhance your work efficiency. Now _____ for you.

92-94

Ever had a hard time _____? You don't have to waste your time anymore. Biz Talk has the right place for you. Designed by Lawrence Milligan, the _____ of the year award and the building owner, Biz Talk buildings feature meeting rooms _____ like 3-D TVs, _____ audio system and the like. Not only that, they are _____ Chestnut Street, _____ the train station and a number of business buildings, so they are easily accessible by cars and public transportation as well. Right now 5 units are available, but as soon as construction is completed, there will be 20 units that can over 150 business people. Don't let this great opportunity pass you by. _____, please go to our photo gallery at www.Biztalk.com.

95-97

Hello, Keith, this is Alicia Wylie calling from the _____
_____. _____ why you haven't received your
performance evaluation report. I do apologize for that. What happened was that I
tried to send your report on July 5th, but unfortunately, _____
_____ that time. So this caused the delay in processing some reports including
yours. Now we've fixed the problem and _____ of
three employees from the Tech Support to _____. You
should expect to receive yours in the e-mail by 4 o'clock this afternoon. Or if you
would like to pick it up yourself, please come visit my office. Just let me know as
soon as you see this message and I'll have my secretary hold it for you. You can
come by my office anytime after 4. Again, I'm sorry about the inconvenience.

98-100

_____, I'd like to talk about the reviews
of the LED light bulbs we've been developing. As you all know, we asked more
than 500 customers to comment on our new product. A majority of them liked our
products. Still, _____ were complaining about the
_____ of our products which _____
_____. This causes us to _____ more than \$5,000 a month
_____. So our factory presented _____
_____ us just this morning. The floor manager sent me an e-mail mentioning the
need to _____. We must be aware
that the existing method needs to be improved. So this afternoon I'll be _____
_____, so we can try to _____.