

Audio script

ENTRY TEST

Track 1

Conversation 1

- A Roberto!
- B Oh, hi, Lars!
- A Roberto, what time is our conference call with Tokyo this morning?
- B It starts in fifteen minutes – at ten o'clock.
- A Ten o'clock? OK, thanks.

Conversation 2

- A Are you ready to order?
- B Yes. I'd like the grilled fish, please.
- A Grilled fish. OK. And for you, sir?
- C I'll have the roast duck.
- A The roast duck. All right. Can I bring you anything else? Bread? Olives?
- B Some bread, yes.
- C And some olives, please.

Conversation 3

- A Excuse me. Is the train station near here?
- B It's not far. Go straight along this street and past the post office. Take the first left.
- A First left. OK.
- B And you'll see the train station on your right, just across the road from the big hotel.
- A Is it nearby? My train leaves in 15 minutes.
- B No problem. You can walk there in two minutes.
- A OK. Thanks very much!

Conversation 4

- A Can I help you?
- B Yes. My name's Roberts – James Roberts. I have a reservation.
- A Hello, Mr Roberts. Let's see ... yes ... it's a single room, smoking, for three nights.
- B It's a single room but I asked for non-smoking. I don't smoke.
- A I'm sorry about that. So it's a single, non-smoking room for three nights?
- B Yes, that's right.
- A OK. We'll put you in room 332. It's on the third floor.

Conversation 5

- A Excuse me.
- B Yes?
- A Do you have any German newspapers?
- B Let's see ... I have *Bild*. It's €2.50.
- A I'll take it. Er ... how much is it?
- B Two euros and fifty cents.
- A Here you go.
- B Thanks.

Audio script

PROGRESS TEST 1A

Track 2

- Alan Technical Support, Alan speaking. How can I help?
- Sofia Hello. This is Sofia Sanchez from Marketing. I have a problem with my computer.
- Alan What's the problem?
- Sofia It's my e-mail. It doesn't work. I can't read or send e-mails.
- Alan Hmm. Are you connected to the Internet?
- Sofia Er ... I don't know.
- Alan Can you use the web?
- Sofia Uh ... no, I can't. I can't see any web pages.
- Alan OK, so you have a problem with the Internet connection. We'll send a technician to look at it. Let me take your details. It's Sofia ...
- Sofia Sofia Sanchez. S-A-N-C-H-E-Z.
- Alan And your department?
- Sofia Marketing.
- Alan Right. And what's your phone number?
- Sofia It's 4922.
- Alan 4922? OK. And the problem is with your computer's e-mail and Internet connection.
- Sofia That's right.
- Alan And what's your office number?
- Sofia I'm in office number 568.
- Alan 568. OK, I'll send a technician.
- Sofia Can he come this morning? I have a meeting this afternoon and I have a lot of work!
- Alan What time is your meeting?
- Sofia It's at two o'clock.
- Alan Two o'clock? OK ... let me see. How about eleven o'clock?
- Sofia OK. Yes, eleven o'clock is good.

PROGRESS TEST 1B

Track 2

- Alan Technical Support, Alan speaking. How can I help?
- Sofia Hello. This is Sofia Sanchez from Marketing. I have a problem with my computer.
- Alan What's the problem?
- Sofia It's my e-mail. It doesn't work. I can't read or send e-mails.
- Alan Hmm. Are you connected to the Internet?
- Sofia Er ... I don't know.
- Alan Can you use the web?
- Sofia Uh ... no, I can't. I can't see any web pages.
- Alan OK, so you have a problem with the Internet connection. We'll send a technician to look at it. Let me take your details. It's Sofia ...
- Sofia Sofia Sanchez. S-A-N-C-H-E-Z.
- Alan And your department?
- Sofia Marketing.
- Alan Right. And what's your phone number?
- Sofia It's 4922.
- Alan 4922? OK. And the problem is with your computer's e-mail and Internet connection.
- Sofia That's right.
- Alan And what's your office number?
- Sofia I'm in office number 568.
- Alan 568. OK, I'll send a technician.
- Sofia Can he come this morning? I have a meeting this afternoon and I have a lot of work!
- Alan What time is your meeting?
- Sofia It's at two o'clock.
- Alan Two o'clock? OK ... let me see. How about eleven o'clock?
- Sofia OK. Yes, eleven o'clock is good.

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PROGRESS TEST 2

Track 4

- Receptionist Hello, Mayfield Electrical Products. How can I help you?
- Pablo Hello. Can I speak to Andrea Thomas, please?
- Receptionist Just a moment. I'll put you through.
- Andrea Andrea Thomas speaking.
- Pablo Hi, Andrea. This is Pablo Martinez.
- Andrea Hello, Mr Martinez. What can I do for you?
- Pablo I'm calling about the BZ-149s we spoke about yesterday.
- Andrea OK.
- Pablo Before I place an order, I have some questions.
- Andrea Sure. Go ahead.
- Pablo Well, firstly, do you give a guarantee?
- Andrea Yes. It's two years on all our models.
- Pablo Two years?
- Andrea That's right. But customers very rarely have problems.
- Pablo OK. And what about a deposit?
- Andrea Well, we ask for a 15-per-cent-deposit on large orders – that's more than 100 units.
- Pablo And what's the deposit on an order below 100 units?
- Andrea For small orders, we ask for full payment – 100 per cent – in advance.
- Pablo Oh, OK. And do you have the goods in stock?
- Andrea That depends on the size of your order. Right now, we have about 110 BZ-149s in stock. How many do you need?
- Pablo We only need 50.
- Andrea So you're fine.
- Pablo OK, I think that's everything. I need to check a couple of other details here in my office but I'll contact you again this afternoon.
- Andrea Great. You can call me on my mobile. Do you have that number?
- Pablo Is it 08891-988-033?
- Andrea That's right.
- Pablo OK. I'll talk to you later.
- Andrea OK. Goodbye.

Audio script

PROGRESS TEST 3

Track 5–6

- Marco OK, the next thing we need to talk about is the new leader for the South China team. I think we need to choose someone from the Hong Kong office. The three choices are Cindy Lee, Tony Wong or Agnes Goh. Susan, what do you think?
- Susan I prefer Cindy Lee. She's reliable and very hard-working.
- Marco How do you feel about that, Elaine?
- Elaine Well, I don't know. She's a great salesperson because she's ambitious but she doesn't listen. She doesn't work well with a team. I prefer Tony Wong. He's creative and really sociable.
- Susan Sorry, I don't agree with you. He's too relaxed. He makes an excellent team member but not a good team leader.
- Marco OK. So what about Agnes Goh? She's practical ...
- Elaine ... but not motivating. She's just not a natural leader.
- Marco I'm not sure I agree with you. What about talking to the team? We can see what they think.
- Susan Great idea, Marco.

Audio script

PROGRESS TEST 4

Track 7

- James So, how did you like working in the Seoul office?
- Alison It was good. It was really interesting – very different from working here.
- James What do you mean?
- Alison Well, first of all, the atmosphere was very formal. Everyone wore formal clothes. In fact, most of the women wore a uniform.
- James Really?
- Alison Yes. And the men all wore suits. I liked that. It felt very professional. If you look good, you feel good!
- James Hmm. What else?
- Alison The start of the working day was also very formal. Work starts at eight thirty, and everyone is there on time, ready to work. A bit of music plays and the working day begins. And then everyone tells their manager their plan for the day.
- James Really? So nobody arrives late?
- Alison Well, no, not really.
- James Amazing. What about at the end of the day?
- Alison Well, again, a bit of music plays to signal the end of the working day. It's at quarter past five.
- James Does everyone go home then?
- Alison No, everyone keeps working. They work a lot of overtime in Korea. Most people try to stay in the office until the boss leaves.
- James So they work hard.
- Alison Yes, they do but they have fun, too. After work, we went out to some great restaurants.
- James So, was there anything you didn't like?
- Alison Well, they have a lot of meetings and the meetings take a long time and they can be a bit boring.

Audio script

EXIT TEST

Track 8

- David David White.
- Robert Hi, David. It's Robert Haynes here.
- David Hello, Robert. How are you?
- Robert Fine, thanks. I'm calling about my visit next month. Can we talk about the schedule?
- David Yes, sure.
- Robert Well, I'd like to arrive on Monday the 16th of April. Is that OK?
- David Monday the 16th? Yes, that's fine. What time will you arrive?
- Robert There's a flight that arrives at 7 p.m.
- David OK, that's good. I could meet you at the airport and take you to your hotel. Then we could visit the factory on Tuesday morning.
- Robert Great. What about Tuesday afternoon?
- David We could meet the sales team. We have some new salespeople. I think you should meet them.
- Robert That sounds good. Could we meet in the afternoon and then go out to dinner together?
- David Good idea. And could you bring some samples of the new line to show them? They're really excited about it.
- Robert No problem.
- David OK. Then on Wednesday, we can meet with Eugene. He wants to talk about some contracts with you.
- Robert Good. I need to talk with him about next year's launch, too. We need to discuss our plans for advertising.
- David Right, OK.
- Robert I'd like to return home on Thursday morning. There's a flight at eleven. Will that be OK?
- David No problem. So what's next?
- Robert I'll send you an e-mail with my flight details.