

Short Conversation

Grammar Focus Present Perfect / Present Perfect Continuous

Rob: I think the waiter (forget) has forgotten us. We (wait) have been waiting here for over half an hour and nobody (take) has taken our order yet.

Mitch: I think you're right. He (walk) has walked past us at least twenty times. He probably thinks we (order, already) have ordered already.

Rob: Look at that couple over there, they (be, only) have only been here for five or ten minutes and they already have their food.

Mitch: He must realize we (order, not) haven't ordered yet! We (sit) have been sitting here for over half an hour staring at him.

Rob: I don't know if he (notice, even) has even noticed us. He (run) has been running from table to table taking orders and serving food.

Mitch: That's true! He (look, not) hasn't looked in our direction once.



English Teachers On Call

TOEIC Workbook

TEACHER'S TRANSCRIPT and ANSWER KEY

Part III: Short Conversations

In this part of the test you will listen to a short conversation between a man and a woman. After the conversation, you will answer three questions about the dialogue. There will be four possible answers for each question. Typical questions include, who, what, where, when, why, and how. You may also be asked to make an inference.

Don't read a.) b.) c.) d.)

Listening Comprehension Transcript

I'm hungry Danielle; let's eat out, shall we?
But I'm broke Debra. I've gone through my pay check for the week already.
Don't worry about it. It's my treat! I know a place where you will really love.
Wow, you're so generous! I would like that. So, where are you taking me?
Some place you've never been before, to my Kitchen!

QUESTIONS 1

- 1). What is Debra's dilemma?
 - a) The kitchen is nowhere to be found.
 - b) She doesn't have enough money to buy food.**
 - c) They pay check is overdue
 - d) Danielle wants to eat

- 2). What solution did Danielle provided to the problem?
 - a) Waited for the next pay
 - b) Take her out for lunch**
 - c) Asked if she wants some check
 - d) Eat out by herself

- 3). Where will Danielle taking Debra?
 - a) To a canteen
 - b) To a diner
 - c) To the kitchen**
 - d) To nowhere



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Listening Comprehension Transcript

- ❖ Hello, Sarah? This is Dan Merced. My plane had an electrical problem, so my flight from Munich was delayed and I missed my connecting flight here in Chicago. The earliest flight I can catch leaves at 4:30 and arrives in Denver at 7, so I'm going to miss the presentation at 3 today.
- ❖ I'm sorry to hear that, Dan. Unfortunately, we can't reschedule the presentation, because Sammy Harthman has come from Boston to give it, and he has to return tonight. But I'd really like you to see it.
- ❖ I know. Is there any way you could set it up as a video conference? That way, I could stay in Chicago and participate online.
- ❖ That's a good idea. I'll try. Let me talk with our technical support crew, and I'll get back to you soon. Meanwhile, go ahead and book the 4:30 flight. In a worst-case, we'll videotape the presentation and you can watch it tonight after you arrive.

QUESTIONS 2

1). What is the man's problem?

- a) His flight had no electricity.
- b) His plane arrived late.**
- c) He has to return to Boston.
- d) He cannot find a hotel.

2). When will the man's flight depart?

- a) At 3
- b) At 4:30**
- c) At 7
- d) At midnight

3). Where is the man now?

- a) In Munich**
- b) In the office
- c) In the hospital
- d) In Boston



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TEACHER'S TRANSCRIPT and ANSWER KEY

Listening Comprehension Transcript

- ❖ OK, Mr. Boyd. Let me summarize your order. You want two cases of printer ink -- one black and one colored; 50 reams of copy paper -- the bright white kind; six cartons of legal envelopes; and 50 boxes of manila folders. Is that correct?
- ❖ Yes it is. And can I expect that to arrive within a week? We need it by next Tuesday.
- ❖ With standard shipping, it will get there within 7 to 10 business days. If you need it sooner, we should use expedited shipping. That would cost \$30 instead of \$15 for standard, but it would guarantee arrival within 3 to 5 days.
- ❖ Hmm... well, I guess we'll have to go with the expedited, then. Would it be possible to order additional items for the same shipping fee?
- ❖ Sure. You could add up to 25 pounds on your order. But after that, the expedited fee would be \$2 per five pounds.

QUESTIONS 3

1). What is the relationship between the speakers?

- a) Salesman-buyer
- b) Employer-employee
- c) Manager-assistant
- d) Colleague-colleague

2). What is the man's problem?

- a) He doesn't have enough money.
- b) His order is too heavy.
- c) He needs the order within a week.
- d) He ordered the wrong materials.

3). What does the woman suggest?

- a) Adding more weight
- b) Ordering more items
- c) Buying from another company
- d) Using faster shipping



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TOEIC Workbook

TEACHER'S TRANSCRIPT and ANSWER KEY

Listening Comprehension Transcript

- ❖ Hello, Lance Smithers? This is Victoria Balderston in corporate headquarters. The reason I'm calling is that I haven't received last month's expense reports from your office yet, and they were due on Tuesday. Was this something that was overlooked?
- ❖ No, I actually sent them to you on Monday with the company courier. I'm sure of it. You haven't received them yet? That's strange.
- ❖ Yes, it is. Listen, I can check with the courier's office, but in the meantime, could you send please the expense reports again today, just to ensure that I have them by this afternoon? I'd really appreciate it.
- ❖ Sure, no problem. Let's see, it's 8:45. I'll try to get them on the 9 o'clock courier run, but if I miss that I'll have them ready for the 11 o'clock pickup. Sorry about the confusion.

QUESTIONS 4

1). Who most likely are the speakers?

- a) Neighbors
- b) Friends
- c) **Colleagues**
- d) Parents

2). What is the woman's problem?

- a) **She is missing important information.**
- b) She has too many expenses.
- c) She cannot contact the courier.
- d) She missed a deadline.

3). What does the man plan to do?

- a) Fax information to the woman
- b) **Deliver reports via courier**
- c) Finish a report by the afternoon
- d) Telephone the courier's office



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TEACHER'S TRANSCRIPT and ANSWER KEY

Listening Comprehension Transcript

- ❖ Hello, Larry? This is Mitch. I've run into a problem with the schedule tomorrow. Our 10 o'clock presenter, Dr. Sy, is stuck at the St. Louis airport. The soonest flight he can catch won't get him here until 10:30.
- ❖ All right. He'll need to rest and eat. Why don't we switch his morning session for one of the 2 o'clock sessions?
- ❖ That's a good idea. I'll check with our 2 o'clock presenters and see if one of them will change.
- ❖ Let me know as soon as you've arranged it. I'll get a sign posted at the registration table.

QUESTIONS 5

1). What are the speakers most likely discussing?

- a) A corporate vacation
- b) A company picnic
- c) **A business conference**
- d) A university course

2). What problem does the woman have?

- a) Her plane has been delayed.
- b) **A speaker will arrive late.**
- c) She has not registered.
- d) Dr. Sy is sick.

3). What does the man suggest?

- a) Calling Dr. Sy
- b) Cancelling a session
- c) **Changing the schedule**
- d) Purchasing a sign



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Listening Comprehension Transcript

- ❖ There must be some mistake. I ordered 30 crates of tomatoes, not 13.
- ❖ Let me see, sir. The order number's 3432-A. Here it is...Oh, it's my bad. The one on the 30 smeared, and it was hard to read.
- ❖ That's OK, we all make mistakes. But what can we do about it? I need those tomatoes, 'cause I'm advertising a big sale starting tomorrow.
- ❖ No problem sir. I'll radio the warehouse, and another driver will special deliver them this afternoon.
- ❖ Thanks, I really appreciate it.

QUESTIONS 6

1). Who most likely is the man?

- a) A farmer
- b) An advertiser
- c) An attorney
- d) A store manager

2). What mistake did the woman make?

- a) She misread a number.
- b) She spilled tomatoes.
- c) She forgot the order form.
- d) She didn't radio the warehouse.

3). How does the man feel toward the woman?

- a) Furious
- b) Sympathetic
- c) Ambivalent
- d) Merciless



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TEACHER'S TRANSCRIPT and ANSWER KEY

Listening Comprehension Transcript

- ❖ Mr. Boyle phoned this morning. He said the owners are willing to come down to \$2,000 a month for the office on Cambridge Street.
- ❖ That's still too high. Besides, I'd prefer not to move downtown. Did Mr. Boyle say anything about the suites in the Dol Building on Sixth Avenue?
- ❖ He said he's still waiting to hear back from the Dol Building's owner. Oh, he also asked if we'd be interested in a 1,500-square foot office in Namsan Village.
- ❖ Hmm. Namsan Village is nice, but that's too small. The way we're growing, we need 2,000 square feet at the minimum

QUESTIONS 7

1). What are the speakers talking about?

- a) Buying a building
- b) Finding a tenant
- c) Relocating their office
- d) Hiring new workers

2). Who most likely is Mr. Boyle?

- a) A real estate agent
- b) A building owner
- c) A company employee
- d) An architect

3). What can be inferred about the Dol Building?

- a) It is not located downtown.
- b) It is a skyscraper.
- c) It is too expensive.
- d) It is located in Namsan Village.



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TEACHER'S TRANSCRIPT and ANSWER KEY

Listening Comprehension Transcript

- ❖ Susan, I heard from Cathy that you're in charge of replacing all our computers. This is great; it's about time!
- ❖ It sure is! When the system crashed last Friday, it was the last straw. That's when Mr. Thompson gave me the green light to order new computers. I'm aiming to get a new system installed by the end of the month, but I still have some research to do because I want to change vendors.
- ❖ It'd be a good idea to use a vendor that offers ongoing technical support. I know that Ingram Computers has an excellent reputation for customer service, and they have a comprehensive parts replacement warranty. During the warranty period, if something goes wrong they'll replace your computer outright or else lend you a computer while they repair yours.
- ❖ Yeah, I've heard really good things about Ingram too. We get their brochures in the mail all the time.

QUESTIONS 8

1). What is the woman doing?

- a) Repairing the computers
- b) **Researching new computers**
- c) Selling used computers
- d) Maintaining the computers

2). What does the woman need?

- a) Advice on purchasing electronics
- b) Feedback on the old computers
- c) Computer software sales
- d) **Information on available computers**

3). What does the man suggest the woman do?

- a) Consult with a computer specialist
- b) Ask Caitlin for some suggestions
- c) **Find a company that offers good customer service**
- d) Locate a different vendor than Ingram Computers



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TOEIC Workbook

TEACHER'S TRANSCRIPT and ANSWER KEY

Listening Comprehension Transcript

- ❖ Look at the price of this bread. Three-ninety-nine a loaf? Can you believe it? Last spring it was only two-seventy-five!
- ❖ I know. Everything's going up so fast. This coffee has jumped from five dollars to six fifty. And eggs went from two eighty nine to four thirty five.
- ❖ It's not just food either. My electricity bill's soaring, and I read this morning that garbage collection is going up 20 percent next year. I don't know how I'm going to afford it.
- ❖ Me either. My salary can't keep up with inflation. Our family's had to cut back on lots of things. We just got rid of our cable television, and we're going down to one car soon.

QUESTIONS 9

- 1). What are the speakers doing?
 - a) Riding a bus
 - b) Shopping for groceries
 - c) Waiting to buy coffee
 - d) Watching TV
- 2). What is the main purpose of the discussion?
 - a) To inform
 - b) To comfort
 - c) To debate
 - d) To complain
- 3). What does the man plan to do?
 - a) Get rid of his second car
 - b) Stop paying for cable TV
 - c) Request a salary increase
 - d) Buy some eggs



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TEACHER'S TRANSCRIPT and ANSWER KEY

Listening Comprehension Transcript

- ❖ Well, Ms. Lopez, your resume is certainly impressive, and I see you have a lot of experience in the electronics field. Now I'd like to ask you a few questions. First, why do you want to join our firm?
- ❖ AL Electronics is one of the most well-respected companies in the industry. Not only for the quality of your products, but for the way are employees treated. AL offers an opportunity to challenge myself, and to be fairly rewarded for doing so.
- ❖ I see. And does your current employer know that you are in the market for a new position?
- ❖ Not explicitly, but my manager understands that I've been there six years now, and I've basically reached the top of the ladder in terms of what I can do with them. In fact, he recently joked that he'd better find a way to keep me busy or else he'd lose me.

QUESTIONS 10

1). What is the relationship between the speakers?

- a) **Manager-applicant**
- b) Colleague-colleague
- c) CEO-manager
- d) Buyer-client

2). What does the woman want to do?

- a) Purchase electronics
- b) Get a raise
- c) **Change jobs**
- d) Climb a ladder

3). What does the woman say about her current position?

- a) It doesn't pay enough money.
- b) **It's not challenging enough.**
- c) It's completely satisfying.
- d) It would be difficult to leave.



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Listening Comprehension Transcript

- ❖ Hey Lara, Merry Christmas! I haven't seen you since the last company party. What's new in the sales department?
- ❖ Hello there Mike. Merry Christmas to you too! I've been busy, mate. I just got back from Hong Kong, and after the holidays I leave again for Europe. The new TX3000 is selling like hot cakes. We can't seem to keep enough in stock. How are things in accounting?
- ❖ We've been hopping too, trying to get all the end-of-the-year sales figures done by next week. It looks like we're going to beat the industry analysts' fourth-quarter estimates by about 15 percent.
- ❖ That's wonderful news, of course. But frankly, I could do with a bit of a rest. I hope things either cool down or we make some new hires. I've hardly had time to do Christmas shopping for my family! But anyway... cheers!

QUESTIONS 11

- 1). Where is the conversation probably taking place?
 - a) In the accounting department
 - b) At a restaurant
 - c) In the woman's home
 - d) **At a Christmas party**
- 2). What position does the woman hold?
 - a) Accounting manager
 - b) Industry analyst
 - c) **Sales representative**
 - d) CEO
- 3). What will the man and woman do next?
 - a) Go Christmas shopping
 - b) **Drink a toast**
 - c) Travel to Hong Kong
 - d) Hire new people



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Listening Comprehension Transcript

- ❖ Good morning, Mr. Brown. Brandon Kim rang this morning, and he wants to reschedule his meeting with you from this afternoon to 8 a.m. tomorrow. Also, Ms. Reyes from Misty Group faxed a contract proposal. It's on your desk. She'd appreciate a response by Tuesday, if possible.
- ❖ Morning, Ms. Heinz. Yes, go ahead and move Kim meeting to tomorrow, then Rob Galore and ask if he has time for a conference call this afternoon, say about 2. If he doesn't, let's aim for late tomorrow morning.
- ❖ Very good sir. Also, don't forget you have a noon luncheon today at the Rotary Club.
- ❖ Thank you. That reminds me, could you please phone Illumina Dry Cleaners and have them deliver my blue knit suit by 11:30? I'd like to wear that to lunch.

QUESTIONS 12

1). What are the speakers mainly discussing?

- a) Changing an appointment
- b) A proposed contract
- c) **The man's schedule**
- d) A lunch menu

2). What is the woman's position?

- a) **Secretary**
- b) Administrator
- c) Caterer
- d) Dry Cleaner

3). What will the man do at noon?

- a) Call Paul Frazier
- b) Meet with Brandon Kim
- c) Pick up his blue suit
- d) **Attend a special luncheon**



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TEACHER'S TRANSCRIPT and ANSWER KEY

Listening Comprehension Transcript

- ❖ Here are the steps for reimbursing travel expenses. First, you need to fill out a travel voucher, that's the blue form here. Take that to your manager, and get his or her signature on the bottom line. Then, take a copy of that form -- that's the yellow page underneath -- and turn it to accounting. Be sure to attach copies of all your receipts. You keep the third page, the pink form, along with all your original receipts. Reimbursement checks are cut once a month, and they are separate from your normal pay check. They usually go out on the 15th.
- ❖ OK, blue form to manager, yellow to accounting. I think I've got it. What type of expenses will the company reimburse?
- ❖ Typically taxi, subway and bus fares; admission fees; meals and drinks up to \$30 a day; and any necessary business supplies -- either for use on your trip or after you return. Of course, we'll also reimburse for unexpected costs, such as having to rent a hotel room if your flight is cancelled or delayed, or expenses associated with a lost wallet or natural disaster.

QUESTIONS 13

1). Who most likely are the speakers?

- a) **Business colleagues**
- b) Hotel clerks
- c) Next-door neighbours
- d) Sales representatives

2). What are the speakers mainly discussing?

- a) Inflation rates
- b) Travel destinations
- c) Expensive checks
- d) **Company procedures**

3). What does the woman say about reimbursement checks?

- a) They are included in normal pay checks.
- b) They usually are sent on the 25th.
- c) **They are issued once a month.**
- d) They do not include taxi fares.



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TEACHER'S TRANSCRIPT and ANSWER KEY

Listening Comprehension Transcript

- ❖ Hi, Missy Camp? This is Lex Wales from Knox Catering. I'm sorry, but there's a slight problem with your catering menu for the party Saturday night, and I wanted to ask you how best to handle it. You wanted 20 pounds of fresh caviar, but our supplier is hampered by a labor dispute, so they can deliver only 10 pounds of caviar. We could refund your money for the other 10 pounds, or substitute something else.
- ❖ Oh dear. Hmm... well, we have more than 200 guests, so it's probably best to substitute at this point. What would you recommend?
- ❖ Well, you wanted five pounds of smoked sardines. How about 10 more pounds of those?
- ❖ No, let's do this. Five more pounds of sardines, and double the amount of avocado dip, from three bowls to six. Hey, while you're on the phone, can we double-check the order?

QUESTIONS 14

1). What is the relationship between the speakers?

- a) Waiter-diner
- b) **Company-client**
- c) Employee-customer
- d) Host-guest

2). What problem does the man have?

- a) Too many sardines
- b) Too little avocado dip
- c) **Not enough caviar**
- d) Too many suppliers

3). What will the speakers probably talk about next?

- a) **Confirming arrangements**
- b) Doubling the order
- c) Buying more caviar
- d) Inviting fewer guests



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TEACHER'S TRANSCRIPT and ANSWER KEY

Listening Comprehension Transcript

- ❖ Hey Karl. How's your research going for the board of directors' report? Is there anything I can help you with?
- ❖ Thanks for offering, Mel. I've been summarizing customer satisfaction surveys for each quarter of last year. It's pretty interesting. Actually, if it's not too much trouble, would you proofread my power-point slides? I'll have them finished in about an hour.
- ❖ Sure, no problem. E-mail them to me and I'll look them over. Did you discover anything interesting in reading the surveys?
- ❖ Oh yes. They're quite interesting. Probably the most fascinating thing was the opinions about the price of our product. In the first quarter, about 70 percent of the customers said it was priced fairly, but by the last quarter, when the economy had worsened, more than 80 percent said it was priced too high.

QUESTIONS 15

1). Where is the conversation probably taking place?

- a) In a library
- b) In a university
- c) In a meeting
- d) **In an office**

2). What does the man ask the woman to do?

- a) Read a report
- b) **Check for errors**
- c) Summarize surveys
- d) Share opinions

3). What does the man say about product price?

- a) It increased by 10 percent.
- b) **Customers' opinions of it changed.**
- c) Most customers paid too much.
- d) It is priced unfairly.



English Teachers On Call

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TEACHER'S TRANSCRIPT and ANSWER KEY

Listening Comprehension Transcript

- ❖ Wow, Brandon! That's quite a stack of books. It looks like you're studying for an exam.
- ❖ Oh I'm studying, but not for an exam. I've been doing some research at the company library for a report on psychological investing. Did you know that some firms use psychology research to develop products like personality tests and employee performance evaluations? They believe it gives them an edge in hiring quality workers and ensuring top-notch performance.
- ❖ Oh yeah, I've heard about that. It's called psychometrics. I minored in psychology before I got into stock analysis.
- ❖ Really? Could you do me a favor, then? Would you please review my first draft? Mr. Spencer wants this report tomorrow, and I'd appreciate it greatly if you'd provide some feedback. If you could, I'll treat you to an early dinner at the Chinese restaurant around the corner.

QUESTIONS 16

- 1). What project is the man working on?
 - a) A newspaper article
 - b) A performance evaluation
 - c) **A research report**
 - d) A first draft

- 2). Where do the man and woman probably work?
 - a) At a library
 - b) **At an investment firm**
 - c) At a restaurant
 - d) At a university

- 3). Why is the man asking for the woman's assistance?
 - a) She used to be a psychologist.
 - b) She wrote a book on the subject.
 - c) **She studied the topic in university.**
 - d) She is a stock analyst.

HOMEWORK : BUSINESS English Vocabulary Drill

1. I've got to learn English fast. I need a real _____ to get me up to speed quickly.
 - a. crash course
 - b. closing a deal
 - c. coining it in
 - d. chew this over

2. The genuine results for the year were pretty bad but thanks to _____ we made them look OK!
 - a. copped out
 - b. cog in the machine
 - c. keep a cool head
 - d. creative accounting

3. You did it too fast. You always make mistakes when you try to _____ .
 - a. cut corners
 - b. closing a deal
 - c. coining it in
 - d. chew this over

4. I'm sure a lot of our future income is going to come from the Internet and other _____ activities.
 - a. copped out
 - b. cyberspace
 - c. keep a cool head
 - d. chew this over

5. I'm not an important person in this company. I'm just a lowly _____ .
 - a. keep a cool head
 - b. closing a deal
 - c. coining it in
 - d. cog in the machine

6. Their products are really selling well. They must be _____ .
 - a. copped out
 - b. closing a deal
 - c. coining it in
 - d. chew this over

7. Stop getting so angry. You really need to _____ and control your temper.
- closing a deal
 - chew this over
 - copped out
 - keep a cool head
8. I cannot decide straight away. I'll need to _____ with my colleagues.
- cog in the machine
 - chew this over
 - copped out
 - closing a deal
9. He isn't a very good salesman. He has a lot of problem when it comes to _____ .
- cog in the machine
 - copped out
 - cyberspace
 - closing a deal
10. She didn't even try to raise the matter at the meeting. She just _____ completely.
- crash course
 - copped out
 - cut corners
 - creative accounting