

Test 1

AUDIO - open this URL to listen to the audio:

<https://goo.gl/js6idK>

Questions 1-10

Complete the notes below.

Write **ONE WORD AND/OR A NUMBER** for each answer.

Revision Note

Example

- Problem with: the brochure sample

- Company name: **1**..... Hotel Chains
- Letters of **2**..... should be bigger .
- The **3**..... should be removed.
- Change the description under the top photo to **4**.....
- Use the picture with the **5**..... of the hotel.
- The **6**..... should be in red print.
- Translate into **7**.....
- Deadline: by the end of **8**.....
- Address: No. 9 Green Drive, **9**..... , NY21300
- Telephone number: **10**.....

Solution:

- | | |
|--------------|-----------------|
| 1. Central | 6. price/prices |
| 2. address | 7. Spanish |
| 3. pool | 8. July |
| 4. reception | 9. Clifton |
| 5. view | 10. 903036602 |

Audioscript:

SECTION 1

Employee: Good afternoon. Welcome to Matrix Printing. I'm John Smith. How can I help you?

Customer: Good afternoon. I'm here to reprint a brochure for our hotel. There are some pages revising.

Employee: Sure, how may I address you?

Customer: Oh, I'm Mary Jane from Central Hotel Chains. Nice to meet you. I've got samples of the new version.

Employee: I assume it is your company's advertising brochure?

Customer: Yes.

Employee: What exactly is the problem?

Customer: Well, it was printed the year before, so some of the information is already out-of-date. There are also a couple of problems with the layout. Firstly, the letters of the address on the front cover are far too small. It's hard to see when glancing at the cover.

Employee: How big do you need it to be?

Customer: Increase the letters by 3 font sizes.

Employee: Just a minute. Let me take notes of your requirements... OK, what else needs changing?

Customer: The information regarding the pool should be deleted, because it is currently under renovation and is not available.

Employee: So all of the relevant descriptions on page 2 should be removed? What do we replace them with? We can't just leave the whole page blank.

Customer: Just fill it in with the introduction of our newly-opened gym. I've included all the relevant information here in this flash drive.

Employee: Let me check...Um. I see. No problem then.

Customer: What is also bothering us is that the description under the top photo on page 4 is incorrect. The lounge needs to be replaced with reception.

Employee: Fully noted. Is that all?

Customer: No, there is more. Turn to page 5. We feel that showing merely the picture of our existing interior decoration does not fully represent the appeal of our hotel. On second thought, we've decided to use a picture with the view of the hotel.

Employee: Do you have the original copy of the picture?

Customer: Yes, it is also enclosed in the flash drive.

Employee: OK, we'll reedit the whole layout of the photos.

Customer: Great.

Customer: Let's turn to the next page.

Employee: Yes, what's wrong with that? It seems perfectly fine to me.

Customer: At first sight, it seems fine. But according to the feedback of the customers, the prices stand out, so we want to change the print from black to red to make it pop out.

Employee: OK. I've made notes of all your requests. Is there anything else?

Customer: I appreciate it. Just one final request. Could you translate the whole brochure into Spanish? We have customers worldwide, you know, especially those from Latin countries.

Employee: No problem. What about other languages, like Japanese, Chinese or German? These are the most popular target languages.

Customer: I have to ask the manager about the Chinese version. There's been a surging number of Chinese clients during recent years. However, we don't need German or Japanese as we currently don't have many customers from those two countries.

Employee: Sure. Just keep me updated.

Customer: So roughly when could we get the revised print? We need it before the end of July.

Employee: It's late June now. Roughly it'll take 3 weeks to reedit, so it will definitely be ready by the end of July.

Customer: Great.

Employee: To where shall we send the samples?

Customer: The address is No. 9 Green Drive, Cliffion, NY21300.

Employee: How do you spell Cliffion?

Customer: C-L-I-double F-T-O-N, Cliffion.

Employee: And the telephone number?

Customer: It's 9-0-3-0-3-6-6-0-2. Also, if you have any further questions, you

Employee: can reach me through this number. OK.