

FINAL TEST B

Listening 1

Ken: I bought this cell phone last week in this store. It's a new cell phone but it doesn't work correctly. It's very slow and I can't download apps.

Salesperson: I'm not sure what the problem is. Let me think ... maybe it's a problem with the battery.

Ken: But the battery is new. That can't be the problem.

Salesperson: Do you play games on your cell phone?

Ken: Yes, but this is a phone that has games on it! Can I get a new phone?

Salesperson: I'm sorry but I can't do that. We never have complaints from customers about the phones they buy here. Well, hardly ever ...

Ken: I bought a tablet here last year and after two weeks there was a problem with the camera. The man in the store took my tablet and he gave me another one. I was very happy with the way he helped me.

Salesperson: Well, why don't you leave your phone here and I can try and help you.

Ken: OK ... but what are you going to do?

Salesperson: I'm going to send your phone to the company and they have a department that fixes technical problems. I can call you when we get an answer from the company. It will take 1 to 3 days.

Ken: OK.

Salesperson: Can I have your email address?

Ken: It's kmcyang@gmail.com

Salesperson: Sorry can you repeat that please.

Ken: It's kmcyang@gmail.com.

FINAL TEST B

Listening 2

Malena: Hey, Axel. How's it going?

Axel: I'm fine. I'm working at my uncle's restaurant this week.

Malena: I didn't know that.

Axel: Yes, he called me last Friday and said that one of the servers can't come this week.

Malena: That's great news. You can get some money to buy the new tablet that you want. Can you talk now?

Axel: Yes, now is a good time. I'm taking a break for fifteen minutes. It's good you called, because I want to talk to you about Saturday.

Malena: Saturday?

Axel: Yes, I'm planning a picnic. My cousin Enrique is staying at my house and I want him to meet my friends.

Malena: Great idea. Can I help you? Would you like me to go shopping on Friday?

Axel: No, no. I can do it all. I'm going to make sandwiches and some banana bread.

Malena: Oh wow! I love banana bread!

Axel: On Friday, I finish at the restaurant at noon and so I can go to the supermarket after work. I'm going to buy fruit – some apples and a pineapple. Everybody likes pineapple. And some soda.

Malena: Are you going to buy tea and coffee?

Axel: No. We can go to a café near the park and have a tea or coffee after the picnic.

Malena: Good idea!