BEC   PDF

Section Two(Questions 18 22) amp.#8226. For each piece, decide what the speaker is trying to do.amp.#8226. You will hear the five pieces twice. 18._____19._____20._____ _____21._____22._____A place an orderB make a complaintC change an appointmentD give a warningE explain a delayF thank someoneG make an arrangementH reject an offer   BGFECTape scripts: 18. This is the third time I ve called about this. It s a complete waste of my time and my staffs time. When we ordered the photocopier from you, you assured us it would be installed by one of your engineers and set up ready for use. Well, all your engineer basically did is plug it in and that was that. And now every time we switch it on, we get a warning message. But we don t know what it means because your man didn t even leave us a copy of the manual. 19. Before we begin, I ve been asked to tell you that Dr Jones has been delayed. That means he won t make it in time for his presentation on Dealing with Complaints . Unfortunately, this means we ve had to cancel the session and anyone who signed up for it should now choose between the other two sessions which are running this afternoon. Thank you. And now I ll hand you over to Kate. 20. I m just ringing to tell you about the positive feedback we ve had on the presentation you gave the other day. I really appreciate you stepping in like that at the last

moment. I know you were a bit nervous, but I m very grateful you agreed to do it. And looking at the feedback forms, it seems the only complaint was about the size of the room. So, well done!21. I ve checked with the Warehouse Manager and it seems there was a mix-up with the transport documents and your order was somehow sent to Gatwick instead of Heathrow. By the time the driver got back to Heathrow, he d missed the next flight out. And then there was an announcement cancelling the last flight due to technical problems. Anyway, your order will be on the first plane tomorrow.22. Hello, David. This is Tina Woodhouse. I was just calling to say I m actually busy on the 15th, so I won t be able to see you in the morning. In fact, I ll be out all that week. So, I was wondering, rather than delaying things any longer, could we bring everything forward to the 14th? If that s OK. for you, perhaps you could call me. My extension s 349.5 FUNCTION 1)

security guard, receptionist, typist, (dictate), secretary, assistant badge   salesperson, shop assistant, consultant, advisor, analyst, researcher too fussy/picky   expert, specialist, operator, cleaner, courier(   ) engineer, machinist, technologist, technician   problem, trouble, failure,breakdown,crackdown,out of order engineer machinist   technologist   technician tech-support   trainer, trainee session   participant   fee   seminar(   )   presentation, discussion, workshop group(   ) airhostess, stewardess(   ) check in, luggage, case, purse, take off, land, arrive, board, window seat, aisle

seat, briefcase(   ) suitcase(   )   reserve/book
        check in   registration card room double room/twin
room suite   executive room   facility wake-up call,
laundry, courteous bus(   ), airport shuttle, river taxi
      headquarters, head office(   )   subsidiary, branch, office(
)2)   printer(   ), photocopier(   ), fax(   )
answering machine(   ) , projector(   ),scanner(   )
paper shredder(   ), video player, video recorder duplicate
        OHP   6 TOPIC   bank statement   bank
account(   ), current account(   ), deposit account(
) transfer   cash   cheque   interest rate
exchange rate   bank holidy   financial statement
        balance sheet   assets   liabilities   equity
        current assets   fixed assets   invisible assets
        profit and loss account   income statement revenue
        cost   expenses   net/gross income   /
expenses claim form   reimburse   reimbursement
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