**UNIT 4**

**CD 1, Track 17**

**1.**

**Clerk:** Bay Books, how can I help you?

**Caller:** Um, yes, I was wondering what your store hours are?

**Clerk:** We’re open Monday to Friday from 10 to 9 and Saturday and Sunday from 11 to 2 P.M.

**Caller:** Great! I think I’ll stop by this afternoon.

**Clerk:** Is there anything in particular you’re looking for?

**Caller:** Nope. Just want to do some browsing.

**Clerk:** OK! We look forward to seeing you.

**Caller:** Thanks. Goodbye.

**Clerk:** Bye.

**2.**

**Clerk #1:** Department of Motor Vehicles, this is Clarissa. How may I be of service?

**Caller:** I’d like to make an appointment to take a driving test.

**Clerk#1:** Let me transfer you to our appointment desk.

**Clerk #2:** Appointment desk, how can I help you?

**Caller:** Yes, I’d like to make an appointment to take a driving test.

**Clerk #2:** The next available appointment I have is on Tuesday at 3:10 P.M.

**Caller:** That’s fine.

**Clerk #2:** Your name?

**Caller:** Peter Jones.

**Clerk #2:** OK, Peter. I have you down for next Tuesday the 8th at 3:10 P.M.

**Caller:** Thanks! See you then.

**3.**

Thank you for calling the Loronado Public Library. Please listen carefully to the following menu options. For our hours, press 1. For our address, press 2. For questions about our reading room, press 3. For times and dates of Children’s Story Hour, press 4. For all other questions, please press 0 and you’ll be connected to a librarian. Our address is 34661 Loro Road. Thank you for calling.

**4.**

**Clerk:** Computer Warehouse.

**Caller:** Um, yes, I was wondering if you had a certain computer in stock?

**Clerk:** Let me transfer you.

**5.**

**Clerk:** Hi. This is Village Elementary School. Can you please hold?

**Caller:** Sure. (after a brief pause)

**Clerk:** Thank you for holding. How may I help you?

**Caller:** Yes, my name is Veronica and we just moved to Loronado from Texas.

**Clerk:** Wow! That’s a long way!

**Caller:** Yes, my husband’s job transferred him here.

**Clerk:** Well, I think you’ll love Loronado.

**Caller:** Well, we do so far. Anyway, my son is going to be in the third grade in the fall and I need some information on how to get him registered.

**Clerk:** Why don’t you come down to the school tomorrow morning and I’ll give you all the information you need.

**Caller:** That would be great. Thanks!

**Clerk:** See you tomorrow!

**CD 1, Track 18**

**Host:** Thank you for calling Scott’s Steakhouse. How can I help you?

**Caller:** Yes, I was wondering if you are open for lunch.

**Host:** Yes, we are open for lunch from 11 A.M. to 3 P.M., Monday through Friday.

**Caller:** Do I need reservations?

**Host:** Reservations are not necessary, but we recommend them during the busy lunch hours.

**Caller:** Great. Thanks for your help!

**Host:** You’re welcome. Goodbye.

**Caller:** Bye.

**CD 1, Track 19**

**1.** I’ve always wanted to learn how to play an instrument.

**2.** I need a place to send my kids for the summer while I’m at work.

**3.** There’s gotta be something my grandmother can do Sunday nights to keep herself busy.

**4.** I need to find a place to live.

**5.** Is there a gym around here where I can play basketball?

**6.** I’ve always wanted to learn some crafts.

**7.** I want to do individual exercises that will help me relax.

**8.** Wouldn’t it be fun to play on a team with other people?

**CD 1, Track 20**

**1.** Since you’ll be coming from Rose, get on 24 going west. Then take 315 South. You’ll drive for a while and then get off at the first exit.

**2.** From Grandville, get on 315 South. Then take 24 East. You’ll pass the airport. Get off right before 24 and 89 intersect.

**3.** If you’re coming from Poppington, take 315 North. Then get on 13 West, the scenic route, and go on to 15 North. You’ll pass by Lake Ellie, which might be a nice place to stop and have lunch. Then continue on 15 North till you get to 315 North. Take the first exit.

**4.** From Rose, take 89 South until you get to the first exit. Keep going until you get to the hospital.