

Handout 3 - Listening Comprehension

1. How does Sandra's manager feel about her performance overall?

- a. poor b. satisfactory c. excellent

2. What area does Sandra need to work on?

- a. quality of work b. Efficiency c. building relationships

3. How many calls was Sandra handling last year?

- a. 7 b. 9 c. 11

4. How many calls is Sandra handling this year?

- a. 7 b. 9 c. 11

5. What is the increase in customer service costs this year?

- a. 7% b. 13% c. 30%

6. What salary increase does Sandra's manager offer?

- a. 7% b. 13% c. 30%

7. How does Sandra feel about her performance review?

- a. very unhappy b. a little disappointed c. happy