

2. Now you will be asked to respond to a telephone message containing a complaint. Imagine that you are the building manager of an apartment building company. After you hear the message, you will have 30 seconds to prepare your response. In your response be sure to

- show that you recognize the caller's problem, and
- propose a way of dealing with the problem.

Now listen to the voice message.

[Voice Message]

You will have 30 seconds to prepare your response. Do not begin speaking until I tell you to do so.

(response time = 60 seconds)