

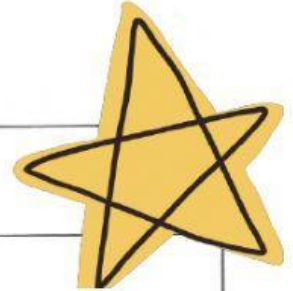
Test 4

LISTENING

PART 1 Questions 1–10

Complete the form below.

Write **ONE WORD AND/OR A NUMBER** for each answer.



Customer Satisfaction Survey

Customer details

Name: Sophie Bird
Occupation: 1
Reason for travel today: 2

Journey information

Name of station returning to: 3
Type of ticket purchased: standard 4 ticket
Cost of ticket: 5 £
When ticket was purchased: yesterday
Where ticket was bought: 6

Satisfaction with journey

Most satisfied with: the wifi
Least satisfied with: the 7 this morning

Satisfaction with station facilities

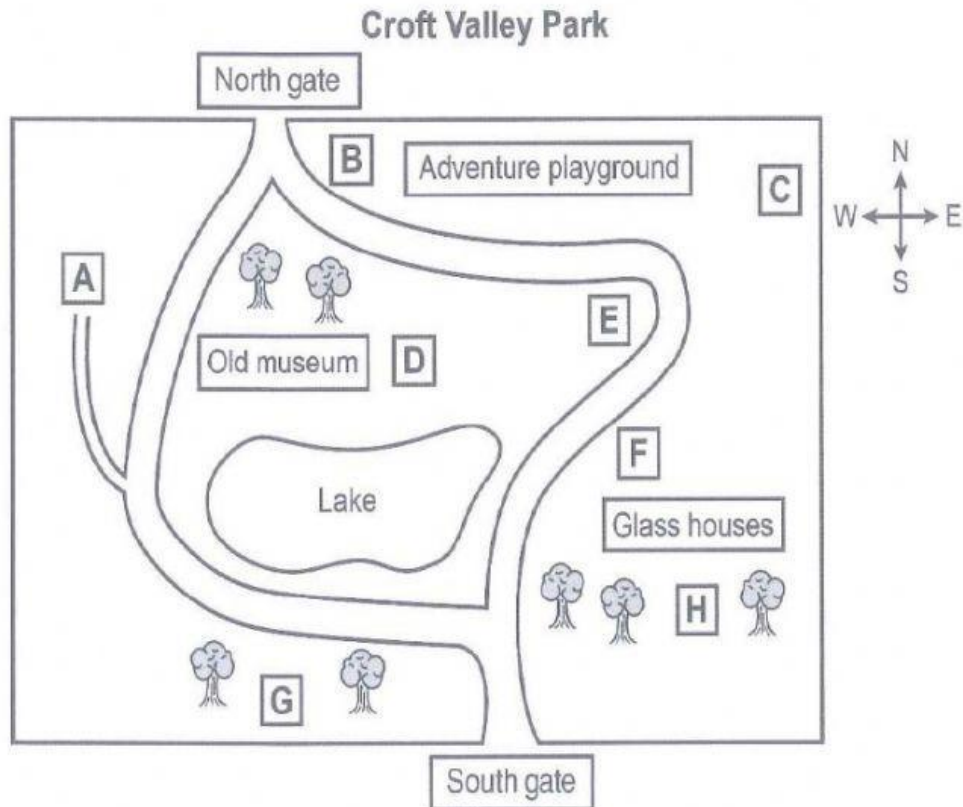
Most satisfied with: how much 8 was provided
Least satisfied with: lack of seats, particularly on the 9
Neither satisfied nor dissatisfied with: the 10 available

PART 2 Questions 11–20

Questions 11–16

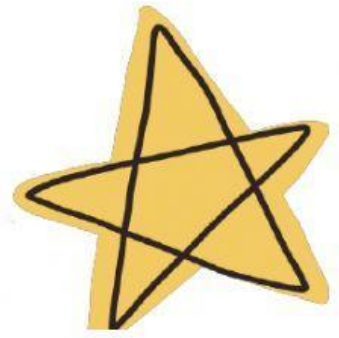
Label the map below.

Write the correct letter, **A–H**, next to Questions 11–16.



- 11 café
- 12 toilets
- 13 formal gardens
- 14 outdoor gym
- 15 skateboard ramp
- 16 wild flowers

Test 4



Questions 17 and 18

Choose **TWO** letters, **A–E**.

What does the speaker say about the adventure playground?

- A** Children must be supervised.
- B** It costs more in winter.
- C** Some activities are only for younger children.
- D** No payment is required.
- E** It was recently expanded.

Questions 19 and 20

Choose **TWO** letters, **A–E**.

What does the speaker say about the glass houses?

- A** They are closed at weekends.
- B** Volunteers are needed to work there.
- C** They were badly damaged by fire.
- D** More money is needed to repair some of the glass.
- E** Visitors can see palm trees from tropical regions.

PART 3 Questions 21–30

Questions 21–24

Choose the correct letter, **A**, **B** or **C**.

Presentation about refrigeration

- 21 What did Annie discover from reading about icehouses?
- A why they were first created
 - B how the ice was kept frozen
 - C where they were located
- 22 What point does Annie make about refrigeration in ancient Rome?
- A It became a commercial business.
 - B It used snow from nearby.
 - C It took a long time to become popular.
- 23 In connection with modern refrigerators, both Annie and Jack are worried about
- A the complexity of the technology.
 - B the fact that some are disposed of irresponsibly.
 - C the large number that quickly break down.
- 24 What do Jack and Annie agree regarding domestic fridges?
- A They are generally good value for money.
 - B There are plenty of useful variations.
 - C They are more useful than other domestic appliances.

Questions 25–30

Who is going to do research into each topic?

Write the correct letter, **A**, **B** or **C**, next to Questions 25–30.

People	
A	Annie
B	Jack
C	both Annie and Jack

Topics

- 25 the goods that are refrigerated
- 26 the effects on health
- 27 the impact on food producers
- 28 the impact on cities
- 29 refrigerated transport
- 30 domestic fridges

PART 4 Questions 31–40

Complete the notes below.

Write **ONE WORD ONLY** for each answer.

How the Industrial Revolution affected life in Britain

19th century

- For the first time, people's possessions were used to measure Britain's **31**
- Developments in production of goods and in **32** greatly changed lives.

MAIN AREAS OF CHANGE

Manufacturing

- The Industrial Revolution would not have happened without the new types of **33** that were used then.
- The leading industry was **34** (its products became widely available).
- New **35** made factories necessary and so more people moved into towns.

Transport

- The railways took the place of canals.
- Because of the new transport:
 - greater access to **36** made people more aware of what they could buy in shops.
 - when shopping, people were not limited to buying **37** goods.

Retailing

- The first department stores were opened.
- The displays of goods were more visible:
 - inside stores because of better **38**
 - outside stores, because **39** were bigger.
- **40** that was persuasive became much more common.