

Test 4

LISTENING

PART 1 Questions 1–10

Complete the form below.

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



Listening test audio

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