

1. You'll hear a radio news report. For questions 1-5, listen and tick T (true) or F (false).

- 1 The high temperatures were expected in the US.
- 2 Officials are trying to restore the East Coast's power.
- 3 The fire started that morning.
- 4 The fire moved quickly.
- 5 No one died in the fire.

2. Listen to five people who have ordered goods online/by post and match the problems to the speakers. There are two extra problems.

- A The customer wants a replacement.
- B There a problem with the delivery.
- C The customer has been overcharged.
- D An item is faulty.
- E The customer wants a refund.
- F The wrong item was delivered.
- G The customer has changed their mind.

Speaker 1	
Speaker 2	
Speaker 3	
Speaker 4	
Speaker 5	

3. You're going to listen to Sharon talking about a project. Listen and for questions 1-7 choose the correct answer A, B or C.

- 1 Sharon started the 'Adopt a Grandparent' scheme because she
 - A felt sorry for her father.
 - B saw how lonely some people were.
 - C wanted to give carers a break.
- 2 Sharon explained her idea to
 - A the local council and the elderly.
 - B local residents and carers.
 - C schools and families.
- 3 The senior citizens enjoy
 - A spending time with their families.
 - B going out on trips.
 - C having someone to talk to.
- 4 Volunteers are encouraged to
 - A choose their own volunteering hours.
 - B spend at least one day a week volunteering.
 - C not over visit their adopted grandparent.

- 5 Sharon gets satisfaction through seeing**
- A** volunteers helping the elderly.
 - B** volunteers building relationships with the elderly.
 - C** volunteers listening to the elderly's stories.
- 6 Sharon hopes to**
- A** get school pupils involved in volunteering.
 - B** get the scheme started in other communities.
 - C** get more care homes involved.
- 7 At the moment, the scheme's information can be found**
- A** in local care homes.
 - B** on the scheme's leaflet.
 - C** on a general website.