

Exercise 9

Listen and answer the questions.

Write NO MORE THAN TWO WORDS for each answer.

- Before listening, look at the questions quickly and remember the key information you need to listen for.
- Listen, and pay special attention when the speaker begins to talk about the key information.
- Think about how each question can be answered in just one or two words. Use the same words that the speaker uses. Do not change them in any way.
- Check your spelling carefully at the end.

1. What should staff do when they first arrive at work?

2. When is the busiest time of year for Star Travel Agency?

3. Where in Fiji do people like to go to at this time of year?

4. What must staff see before confirming a booking?

5. Who should staff contact if they have a problem with the computer?
