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

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LIVEWORKSHEETS

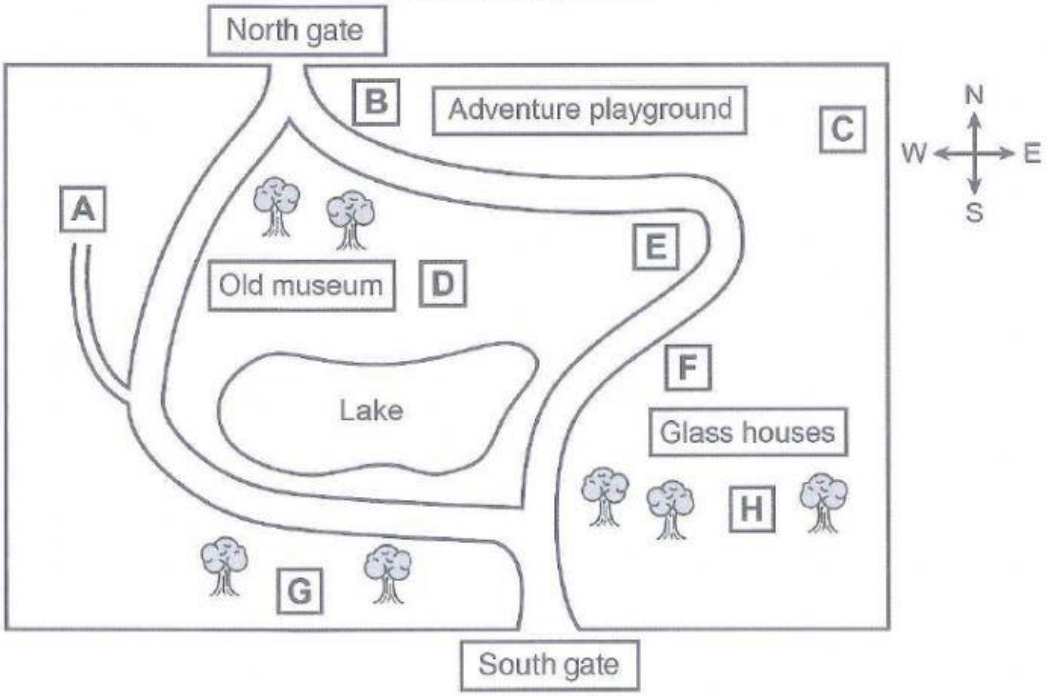
PART 2 *Questions 11–20*

Questions 11–16

Label the map below.

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

Croft Valley Park



11 café .....

12 toilets .....

13 formal gardens .....

14 outdoor gym .....

15 skateboard ramp .....

16 wild flowers .....

LIVEWORKSHEETS

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 expanced.

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.

LIVEWORKSHEETS

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.

LIVEWORKSHEETS

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	.....

LIVEWORKSHEETS

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.

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LIVEWORKSHEETS