

# 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	
<b>Customer details</b>	
Name:	Sophie Bird
Occupation:	1 .....
Reason for travel today:	2 .....
<b>Journey information</b>	
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 .....
<b>Satisfaction with journey</b>	
Most satisfied with:	the wifi
Least satisfied with:	the 7 ..... this morning
<b>Satisfaction with station facilities</b>	
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