

Listening Part 1

You will hear people talking in eight different situations.

For questions **1-8**, choose the best answer **A**, **B** or **C**.

- 1** You hear part of a radio programme.

What is the person talking about?

- A** cooking
- B** weather
- C** gardening

- 2** You hear two people talking on a train.

How is the woman feeling?

- A** worried
- B** relieved
- C** angry

- 3** You hear two friends talking.

What is the woman's opinion about the possible tax increase?

- A** The government won't use tax income sensibly.
- B** Wealthy people are right to move abroad.
- C** The increase is necessary to have better public services.

- 4** You hear two friends talking on a park bench.

What are they discussing?

- A** a drink
- B** a salad

C a cake

- 5** You overhear two people talking on a bus.

What is their relationship?

A husband and wife

B boss and employee

C friends

- 6** You hear someone talking on the radio.

What has happened?

A a road accident

B a crash in a car race

C some injuries due to flooding

- 7** You hear two people talking in a restaurant.

Where does the man want to sit?

A by the window

B near the kitchen

C at a quiet table

- 8** You hear a radio show about a new book.

How much does the woman like the book?

A very much

B a little

C not at all

Listening Part 2

Listen to an instructor talking about a weekend course.

For questions **9-18**, complete the sentences with a word or short phrase.

James will teach the students (**9**)

Meals will be in the (**10**) dining room.

After meals students should return their plates to the (**11**)
.....

Students are asked to leave their (**12**) in the entrance hall.

Students are asked not to (**13**) late at night.

The (**14**) option is not now available on Saturday.

There is a new option of (**15**)

Alternatively students could do some hill-walking or some (**16**)
.....

Tomorrow evening there will be a (**17**) and then some folk dancing.

Music will be provided for dancing by a group called the (**18**)
.....

Listening Part 3

You will hear five different people talking about what they like about their work.

For questions **19-23**, choose from the list (**A-F**) each person's main reason for enjoying their work.

Use the letters only once. There is one extra letter which you do not need to use.

- A** The financial rewards of the job are good.
- B** The practical nature of the job is satisfying.
- C** I enjoy the contact with other people.
- D** The independence is what is important for me.
- E** I love the chance to travel.
- F** I never stop learning.

19 Speaker 1

20 Speaker 2

21 Speaker 3

22 Speaker 4

23 Speaker 5

Listening Part 4

You will hear a radio interview with Tania Brown, who is talking about how dissatisfied consumers should make complaints.

For questions **24-30**, choose the best answer (**A**, **B** or **C**).

24 Tania now works for

- A** a consumer rights organisation.
- B** an academic institution.
- C** a magazine.

25 Tania says that when Rebecca makes her complaint the most important thing is to

- A** be sure about what she wants to achieve.
- B** focus on getting her money back.
- C** ask the company certain key questions.

26 Tania recommends that Rebecca discuss her plan of action with

- A** a friend.
- B** her mother.
- C** an independent agency.

27 Why does Tania recommend making a phone call?

- A** to find out how the company usually deals with complaints
- B** to find the name of the person responsible
- C** to make a recording of the company's initial response

28 What does Tania say about typed versus handwritten letters?

- A** handwriting is better – as long as it is neat

B typing is preferable

C both are equally good

29 What does Tania recommend including in a letter of complaint?

A a deadline for a reply

B the name of the person who caused the problem

C a clear photo of the problem article

30 What kind of language does Tania recommend for a letter of complaint?

A appropriately insulting

B as objective as possible

C well-organised and business-like