

Student's name: \_\_\_\_\_

Final grade:  

Time limit: 30 minutes

**Part 1**

Listen to the conversations and choose the best answer (A, B, or C). Look at the example below (0).

**0. The speaker is calling the hotel because...**

- a) he wants to say hello.
- b) he hasn't received any confirmation.
- c) he wants to change the dates.

**1. When does the caller want to stay in the hotel?**

- a) On Tuesday 14.
- b) On Tuesday 23.
- c) On Thursday 23.

**2. Which luggage does the woman need help with?**

- a) The three suitcases on the right.
- b) The two large suitcases on the left.
- c) The three suitcases on the left.

**3. When will the guest's trousers be ready?**

- a) Today, at 8 pm.
- b) Tomorrow, at 8 am.
- c) Tomorrow, at 8 pm.

**4. What does the guest choose to eat?**

- A) The dish of the day.
- B) Fish and vegetables.
- C) Meat and vegetables.

**5. What is the speaker's problem?**

- A) She can't connect her laptop to the video projector.
- B) She can't connect to the Internet.
- C) The Internet connection is slow.

**Part 2**

Listen to Michael's secretary calling a travel agent to arrange a business trip. Complete the sentences with words or numbers. There is an example (0).

0. I'd like to book a flight to Paris.

1. I'm afraid the flight is \_\_\_\_\_.

2. Is there a seat still \_\_\_\_\_?

3. Would you like to make \_\_\_\_\_?

4. Can I have the \_\_\_\_\_ name, please?

5. The \_\_\_\_\_ is for one passenger.

Taken / Adapted from Cook, R., Dummett, P., & Pedretti, M. (2008).

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