

## QUESTIONS 16–20

You will hear a woman telephoning a garage about her car.

Listen and complete questions 16–20.

You will hear the conversation twice.

### Jackson's Garage

Customer's name: *Mary Wilson*

Trouble with car:

**31** *Road*

Office address:

Customer's phone number:

**31** *Road*

**31** *Road*

**31** *Road*

**31** *Road*

Time of appointment:

**31** *Road*

**31** *Road*

**31** *Road*

**31** *Road*

Colour of car: