Test 4

LISTENING

PART 1 *Questions 1–10*

Complete the notes below.

*Write **ONE WORD** for each answer.*



Easy Life Cleaning Services

Basic cleaning package offered

- Cleaning all surfaces
- Cleaning the **1** ..... throughout the apartment
- Cleaning shower, sinks, toilet etc.

Additional services agreed

- Every week
  - Cleaning the **2** .....
  - Ironing clothes – **3** ..... only
- Every month
  - Cleaning all the **4** ..... from the inside
  - Washing down the **5** .....

Other possibilities

- They can organise a plumber or an **6** ..... if necessary.
- A special cleaning service is available for customers who are allergic to **7** .....

Information on the cleaners

- Before being hired, all cleaners have a background check carried out by the **8** .....
- References are required.
- All cleaners are given **9** ..... for two weeks.
- Customers send a **10** ..... after each visit.
- Usually, each customer has one regular cleaner.

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