

Section 3



You will hear a recorded message. First read the notes below then listen and complete the notes with information from the telephone message. You will hear the recording twice.

Example: Hotel name: Redland

- 12 Caller's surname:
- 13 Original booking date:
- 14 Reason for cancellation:
- 15 Reason for re-booking:
- 16 Contact the caller by:



You will hear part of a broadcast. First read the notes below then listen and complete the notes with information from the broadcast. You will hear the recording twice.

Example: George's hobby: bird watching

- 17 George's job:
- 18 Why George likes birds:
- 19 Started bird watching:
- 20 Number of countries visited:
- 21 Alternative name for bird watchers: