

PROGRESS TEST 4

PART A: LISTENING

Task 1: You will hear eight short recordings twice. For questions 1-8 choose the correct answer.

1 Why does the man choose Focus Airways?

- a** It offers the cheapest fares on the market.
- b** The usual baggage allowance is 23 kg.
- c** Flights are nearly always on time.

2 What is the customer complaining about?

- a** the food
- b** the seat
- c** lost luggage

3 What does the man want to do?

- a** change phone providers
- b** pay his bill immediately
- c** speak to the manager

4 What has the woman forgotten to order?

- a** mobile phones
- b** business cards
- c** photo frames

5 What do the man and woman agree on?

- a** Jack shouldn't write the report
- b** to ask someone to help Jack
- c** to give Jack more training

6 What samples do the man and the woman decide to send to customers?

- a a shopping bag
- b a T-shirt
- c a car seat cover

7 Why is the woman worried about the meeting?

- a She's not sure she can sell her product.
- b She was rude to the buyer last time.
- c She's not sure about the quality of her product.

8 How is the man planning to thank a supplier?

- a an email
- b a phone call
- c a newspaper advert

Task 2: Listen to a meeting between a supplier, Emma, and a customer, Peter. Choose the correct answer a, b or c.

1 Which machines did the man order parts for?

- a BHX455
- b BHX445
- c BHX454

2 What other problems has Peter had with orders?

- a they were all wrong
- b three orders were late
- c he had to use another supplier

3 Why does Peter need Emma to find a solution?

- a He has lost a lot of customers.
- b His customers are unhappy.
- c His customers can't afford his prices.

4 What does Emma say is the solution?

- a Peter should speak to a supervisor.
- b Orders will be delivered by a supervisor.
- c Her company is setting up a new system.

5 What is the personal supervisor responsible for?

- a solving any problems with orders
- b delivering missing parts
- c updating other suppliers about stock

6 What does Emma say about the missing parts?

- a She will deliver them personally to Peter.
- b George will deliver them later that day.
- c Peter won't have to pay for them.

7 What else does the man need?

- a batteries
- b switches
- c casings

PART B: VOCABULARY

Task 1: Which problem in column A does each one solve?

Problem (A)	Solution (B)	Key
1. An invoice has the wrong information.	a. Ask a colleague for a charger.	1.
2. You don't receive an important email.	b. Ask a colleague to check the address.	2.
3. An order is lost.	c. Check your spam folder.	3.
4. There's no ink for the printer.	d. Check that your headphones work	4.
5. A delivery is late.	e. Contact the delivery company	5.
6. You forget your phone charger.	about the order.	6.
		7.
		8.

7. The sound doesn't work in a video call.	f. Contact the supplier by email.	
8. You can't find a client's office.	g. Send the driver a message.	
	h. Send an order to your supplier.	

Task 2: Write a solution for each problem using the given phrases in the brackets.

1. I can't find the email from the supplier.
→ (Check/spam folder)
2. I lost my ID card.
→ (ask/ your manager/ a new one)
3. My keyboard doesn't work.
→ (check/ it's connected to the computer)
4. John never answers his phone.
→ (send/ him/ a message)
5. The order is wrong.
→ (contact/ the supplier/ phone)
6. My computer doesn't work.
→ (ask/ IT/ help you)
7. The invoice is wrong.
→ (contact/ the supplier/ the invoice)
8. The printer doesn't work.
→ (send/ the document/ a different printer)