

LISTENING

PART 1 Questions 1–10

Complete the form below.

Write **ONE WORD AND/OR A NUMBER** for each answer.

Customer Satisfaction Survey

Customer details

Name: Sophie Bird

Occupation: 1

Reason for travel today: 2

Journey information

Name of station returning to: 3

Type of ticket purchased: standard 4 ticket

Cost of ticket: 5 £

When ticket was purchased: yesterday

Where ticket was bought: 6

Satisfaction with journey

Most satisfied with: the wifi

Least satisfied with: the 7 this morning

Satisfaction with station facilities

Most satisfied with: how much 8 was provided

Least satisfied with: lack of seats, particularly on the 9

Neither satisfied nor dissatisfied with: the 10 available

PART 2 Questions 11–20

Questions 11 and 12

Choose **TWO** letters, **A–E**.

What are the **TWO** main reasons why this site has been chosen for the housing development?

- A** It has suitable geographical features.
- B** There is easy access to local facilities.
- C** It has good connections with the airport.
- D** The land is of little agricultural value.
- E** It will be convenient for workers.

Questions 13 and 14

Choose **TWO** letters, **A–E**.

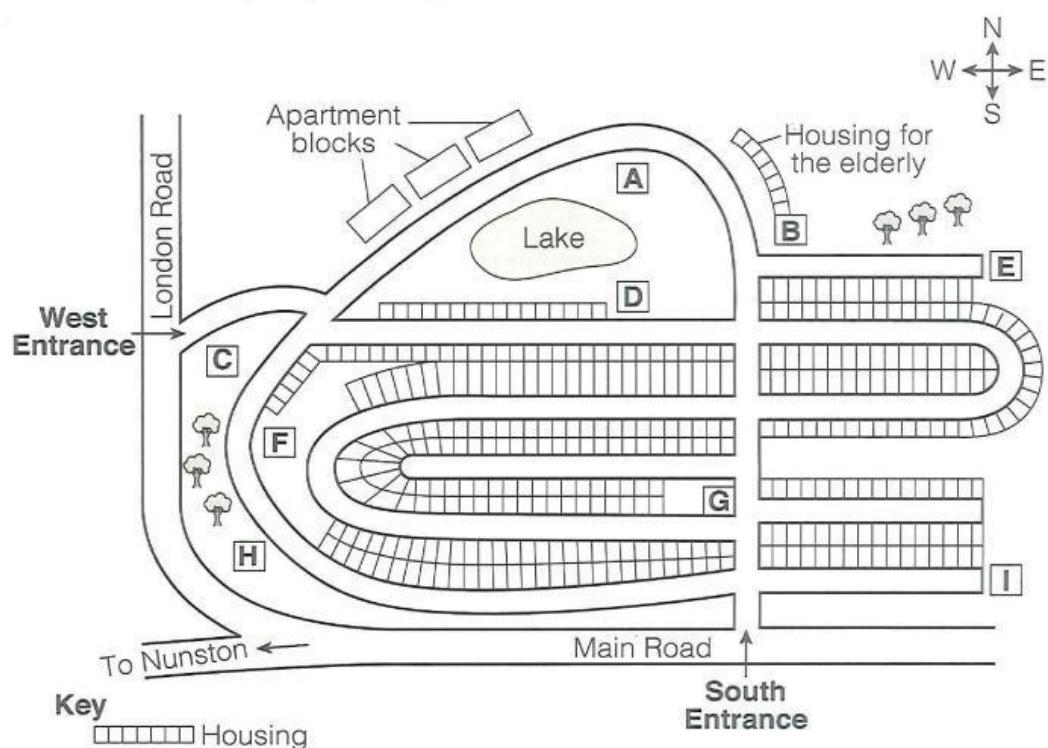
Which **TWO** aspects of the planned housing development have people given positive feedback about?

- A** the facilities for cyclists
- B** the impact on the environment
- C** the encouragement of good relations between residents
- D** the low cost of all the accommodation
- E** the rural location

Questions 15–20

Label the map below.

Write the correct letter, A–I, next to Questions 15–20.



15 School

16 Sports centre

17 Clinic

18 Community centre

19 Supermarket

20 Playground

PART 3 Questions 21–30

Questions 21–24

Choose the correct letter, **A**, **B** or **C**.

Presentation about refrigeration

21 What did Annie discover from reading about icehouses?

- A why they were first created
- B how the ice was kept frozen
- C where they were located

22 What point does Annie make about refrigeration in ancient Rome?

- A It became a commercial business.
- B It used snow from nearby.
- C It took a long time to become popular.

23 In connection with modern refrigerators, both Annie and Jack are worried about

- A the complexity of the technology.
- B the fact that some are disposed of irresponsibly.
- C the large number that quickly break down.

24 What do Jack and Annie agree regarding domestic fridges?

- A They are generally good value for money.
- B There are plenty of useful variations.
- C They are more useful than other domestic appliances.

Questions 25–30

Who is going to do research into each topic?

Write the correct letter, **A**, **B** or **C**, next to Questions 25–30.

People

- A** Annie
- B** Jack
- C** both Annie and Jack

Topics

- 25** the goods that are refrigerated
- 26** the effects on health
- 27** the impact on food producers
- 28** the impact on cities
- 29** refrigerated transport
- 30** domestic fridges

PART 4 Questions 31–40

Complete the notes below.

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

Pockets

Reason for choice of subject

- They are 31 but can be overlooked by consumers and designers.

Pockets in men's clothes

- Men started to wear 32 in the 18th century.
- A 33 sewed pockets into the lining of the garments.
- The wearer could use the pockets for small items.
- Bigger pockets might be made for men who belonged to a certain type of 34

Pockets in women's clothes

- Women's pockets were less 35 than men's.
- Women were very concerned about pickpockets.
- Pockets were produced in pairs using 36 to link them together.
- Pockets hung from the women's 37 under skirts and petticoats.
- Items such as 38 could be reached through a gap in the material.
- Pockets, of various sizes, stayed inside clothing for many decades.
- When dresses changed shape, hidden pockets had a negative effect on the 39 of women.
- Bags called 'pouches' became popular, before women carried a 40