

# Test 9

## LISTENING

### SECTION 1 Questions 1–10

#### Questions 1–6

Complete the form below.

Write **NO MORE THAN ONE WORD AND/OR A NUMBER** for each answer.

#### Small Claims Tribunal — Claim Form

<i>Example</i>	<i>Answer</i>
Claimant's Name:	<b><i>Emily Jane Appleby</i></b>
Address:	<i>1 Yeronga Street</i> 1 .....
Postcode:	<i>4105</i>
Telephone No. (Work):	<i>N/A</i>
(Home):	<b>2</b> .....
-----	
Respondent:	<b>3</b> .....
Trading Name:	<i>ABC Appliances Ltd</i>
Address:	<b>4</b> ..... <i>Avenue</i> <i>Bardon</i>
Postcode:	<b>5</b> .....
Telephone No. (Work):	<i>7232 4681</i>
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Date (of Transaction):	<i>3/2/2011</i>
Warranty/Guarantee:	<b>6</b> .....

#### Questions 7–10

Complete the notes below.

Write **NO MORE THAN TWO WORDS OR A NUMBER** for each answer.

#### Full Particulars of Claim

Goods: **7** .....

- ('Mallard' brand, 'Whisper' model, serial no. XY303)

Agreed to pay: **8** £ .....

Goods delivered on 5/3/2011

ABC Appliances picked up the trade-in on the same date.

Salesman said: Mallard Whisper model

- uses less energy because it has shorter cycle
- reduces the amount of 9 ..... used
- whisper quiet

Complaint: the cycle is longer and the appliance is very 10 .....

**SECTION 2 Questions 11–20**

**Questions 11–14**

Complete the sentences below.

Write **NO MORE THAN TWO WORDS** for each answer.

- 11 The coach is comfortable because it is .....
- 12 After all passengers are aboard, the coach will make its first stop at ..... Island.
- 13 The ‘Tree Top Walk’ is above a .....
- 14 Passengers will have a ..... with the alpacas before boarding the bus for home.

**Questions 15–20**

Complete the table below.

Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer.

<b>DREAMTIME TOURS</b>	
Bookings at 15 ..... or Tel: 07 5562 4402	
<b>16 ..... TOUR</b>	
<b>SUNDAY, MONDAY, FRIDAY</b>	
<b>COST:</b>	FULL DAY TOUR 280km DEPARTS:
<b>Adult</b> \$37.00	Coolangatta 7.50 am
<b>17</b> ..... \$33.00	Burleigh 8.10 am
<b>Child</b> \$10.00 (4–14 years)	Surfers Paradise <b>18</b> .....
<b>Family</b> \$94.00 (2 Adult, 2 Children)	Labrador 8.45 am
<b>Prices include 19 ..... only*</b>	
<b>Free pick-up from your resort, hotel or motel</b>	
*Not included in the fare: Optional tours, luncheons, morning and afternoon tea (unless otherwise specified), <b>20</b> .....	
Meals and refreshments are available at all stops (at your own cost).	

**SECTION 3**      *Questions 21–30*

**Questions 21–25**

Answer the questions below.

Write **NO MORE THAN TWO WORDS** for each answer.

- 21 According to the liaison officer, what do volunteers help provide?  
.....
- 22 What can volunteers help students check and correct?  
.....
- 23 What aspect of students' self-management can volunteers assist greatly with improving?  
.....
- 24 What will volunteers try to develop in the students so that they exert themselves more?  
.....
- 25 What is it that teachers have that allows them to respond to individual student requirements?  
Many different .....

**Questions 26–30**

Complete the summary below using phrases from the box.

Choose your answers from the box and write the letters **A–H** next to questions 26–30.

Sharon and Lester have different **26** ..... . Sharon studied business while Lester studied science. They are volunteering to help out at a school which is increasing its students' **27** ..... in a number of subject areas. The **28** ..... programme is well underway. It's a well-equipped school and the liaison officer is particularly impressed by the **29** ..... . The school offers many things to do outside the curriculum and students are encouraged to take part in **30** ..... .

- A** vocational learning experiences
- B** practical components
- C** self-learning software
- D** academic backgrounds
- E** marine studies
- F** interesting developments
- G** scholastic competitions
- H** building and construction

**SECTION 4**      *Questions 31–40*

**Questions 31–33**

*Complete the sentences below.*

*Write NO MORE THAN TWO WORDS for each answer.*

- 31 Someone in an anxiety state has worse ..... than normal.
- 32 A phobia may stem from heredity or .....
- 33 The reason for the final breakdown is generally linked with ..... like the loss of a loved one or a health crisis.

**Questions 34–40**

*Match the phobic state in the box to the symptoms below.*

*Choose your answers from the box and write the letters A–D next to questions 34–40.*

<b>Phobic states</b>	
<b>A</b>	Single phobia
<b>B</b>	Agoraphobia
<b>C</b>	Claustrophobia
<b>D</b>	Social phobia

The sufferer:

- 34 Feels extremely shy in company
- 35 Likes to sleep with the lights on
- 36 Fears leaving the house
- 37 Gets sweaty hands
- 38 Fears a particular creature
- 39 Fears small spaces
- 40 Has difficulty speaking in front of other people