

Test 4

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