

## Listening Part 1

You will hear people talking in eight different situations.

For questions **1-8**, choose the best answer **A**, **B** or **C**.

**1** You hear part of a radio programme.

What is the person talking about?

**A** cooking

**B** weather

**C** gardening

**2** You hear two people talking on a train.

How is the woman feeling?

**A** worried

**B** relieved

**C** angry

**3** You hear two friends talking.

What is the woman's opinion about the possible tax increase?

**A** The government won't use tax income sensibly.

**B** Wealthy people are right to move abroad.

**C** The increase is necessary to have better public services.

**4** You hear two friends talking on a park bench.

What are they discussing?

**A** a drink

**B** a salad

C a cake

5 You overhear two people talking on a bus.

What is their relationship?

A husband and wife

B boss and employee

C friends

6 You hear someone talking on the radio.

What has happened?

A a road accident

B a crash in a car race

C some injuries due to flooding

7 You hear two people talking in a restaurant.

Where does the man want to sit?

A by the window

B near the kitchen

C at a quiet table

8 You hear a radio show about a new book.

How much does the woman like the book?

A very much

B a little

C not at all

## Listening Part 2

Listen to an instructor talking about a weekend course.

For questions **9-18**, complete the sentences with a word or short phrase.

James will teach the students **(9)** .....

Meals will be in the **(10)** ..... dining room.

After meals students should return their plates to the **(11)**

.....

Students are asked to leave their **(12)** ..... in the entrance hall.

Students are asked not to **(13)** ..... late at night.

The **(14)** ..... option is not now available on Saturday.

There is a new option of **(15)** .....

Alternatively students could do some hill-walking or some **(16)**

.....

Tomorrow evening there will be a **(17)** ..... and then some folk dancing.

Music will be provided for dancing by a group called the **(18)**

.....

### Listening Part 3

You will hear five different people talking about what they like about their work.

For questions **19-23**, choose from the list (**A-F**) each person's main reason for enjoying their work.

Use the letters only once. There is one extra letter which you do not need to use.

- A** The financial rewards of the job are good.
- B** The practical nature of the job is satisfying.
- C** I enjoy the contact with other people.
- D** The independence is what is important for me.
- E** I love the chance to travel.
- F** I never stop learning.

**19** Speaker 1

**20** Speaker 2

**21** Speaker 3

**22** Speaker 4

**23** Speaker 5

## Listening Part 4

You will hear a radio interview with Tania Brown, who is talking about how dissatisfied consumers should make complaints.

For questions **24-30**, choose the best answer (**A**, **B** or **C**).

**24** Tania now works for

- A** a consumer rights organisation.
- B** an academic institution.
- C** a magazine.

**25** Tania says that when Rebecca makes her complaint the most important thing is to

- A** be sure about what she wants to achieve.
- B** focus on getting her money back.
- C** ask the company certain key questions.

**26** Tania recommends that Rebecca discuss her plan of action with

- A** a friend.
- B** her mother.
- C** an independent agency.

**27** Why does Tania recommend making a phone call?

- A** to find out how the company usually deals with complaints
- B** to find the name of the person responsible
- C** to make a recording of the company's initial response

**28** What does Tania say about typed versus handwritten letters?

- A** handwriting is better – as long as it is neat

- B** typing is preferable
- C** both are equally good

**29** What does Tania recommend including in a letter of complaint?

- A** a deadline for a reply
- B** the name of the person who caused the problem
- C** a clear photo of the problem article

**30** What kind of language does Tania recommend for a letter of complaint?

- A** appropriately insulting
- B** as objective as possible
- C** well-organised and business-like