

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