

You will hear people speaking in eight different situations. For questions 1–8, select the best answer A, B or C. Read the questions carefully before playing the audio. In the exam, you will have the opportunity to listen to each recording twice.

- 1 You hear two people talking about a department store called Murray's. What is the man complaining about?
 - A Product choice
 - B Customer service
 - C Opening hours
- 2 You hear a woman talking about photography on a radio show. What does she think about photo-editing software?
 - A People rely on it too much.
 - B It makes people less creative.
 - C It is difficult to use effectively.
- 3 You hear an announcement at the train station. What is the speaker doing?
 - A Promoting a service
 - B Making an apology
 - C Giving an update
- 4 You overhear two friends who have just been to a concert. What do they agree on?
 - A The concert was disappointing.
 - B The venue was unsuitable.
 - C The ticket price was too high.

- 5 You hear two athletes talking about their new coach. How does the woman feel?
 - A She is worried about the coach's expectations.
 - B She is confused about the coach's methods.
 - C She is enthusiastic about the coach's experience.
- 6 You hear a woman leaving a voicemail message. What is the problem?
 - A She arrived late for her meeting.
 - B The airline lost her luggage.
 - C Her flight was cancelled.
- 7 You hear an interview with a film director on a podcast. What is unusual about his latest film?
 - A The soundtrack
 - B The cast
 - C The subject
- 8 You overhear two friends talking in a restaurant. What is the woman doing?
 - A Offering to share some dishes with the boy
 - B Recommending a dish to the boy
 - C Persuading the boy to order more dishes