willow

INTERMEDIATE PLUS 2

MID-TERM TEST

LISTENING

[Audio UT5.01]

1) Listen to five people talking about complaints they have made. Match the speakers (1–5) with the statements (A–E).

1 Sandra: ___

2 Patrick: ___

3 Amanda: ___

4 George: ___

5 Isabel: ___

A I probably sounded a bit aggressive.

B I made a complaint online.

C I handled the situation in a relaxed way.

D I didn't speak my mind at the beginning.

E I was sure I would be successful.

2) Listen again. Choose the correct answer (A, B or C).

1 Sandra managed to...

A repair the denim jacket herself.

B get the damaged jacket replaced.

C get a refund on her purchase.

2 Patrick...

A was able to change the brakes himself.

B felt that he had been treated unfairly.

C ended up paying for new brakes.

3 Amanda had planned to...

A save some money on her flights.

B cancel her trip to Berlin.

C pay the full fare for her flights.

4 George was pleased because...

A he was contacted by the bookseller.

B he didn't have to pay for a genuine book.

C he had bought a genuine book.

5 Isabel was able to get...

A a bigger car for her journey.

B a response on social media.

C a reduction in the price of the car.

LIVEWORKSHEETS