

Section 1



09

Questions 1–7

You will hear a telephone conversation between a hotel receptionist and a caller making a reservation. Complete the form below. Write **NO MORE THAN THREE WORDS AND/OR A NUMBER** for each answer.

Silver Tulip Hotel	
Number of nights	(1)
Type of room: <i>(circle one)</i>	(1) Single / Double – twin beds / Double – king-sized bed
Name	(2)
Home address	(3) Avenue, Cambridge
Postcode	(4)
Transport	(5)
Meals	(6)
Date of arrival	(7)



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Questions 8–10



Listen to the next part of the conversation and choose the correct letter, *a*, *b* or *c*.

8 *The customer's mobile phone number is:*

- a 07976 122577.
- b 07961 122577.
- c 07961 121597.

9 *The customer would also like to:*

- a receive tourist information.
- b make a restaurant booking.
- c book tickets for the theatre.

10 *He leaves a message for:*

- a Mr Alami.
- b Mr El Fassi.
- c Mr Alaoui.

Exam tip

During the exam, listen very carefully and don't presume the first information you hear is always correct. Sometimes the speaker can change his/her mind and correct the information given.

Now listen again to check your answers before you look at the answer key.