

EXAM SKILLS

16 Listen and answer questions 1–9.

05

Questions 1–6

Complete the notes below.

Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer.

Name: Mr 1 _____
 Current address: 4 West Cottages, Humblington, Devon, 2 _____
 Destination address: 8b Greenend Road, E19 4RR
 Date of move: 30 August
 Time booked: 3 _____
 Value of insurance cover: 4 £ _____
 Total cost for service: around £2,000
 Telephone number: (07238) 5 _____
 Website: www. 6 _____ .co.uk

Questions 7–9

Choose the correct letter, **A**, **B** or **C**.

- 7 The removals package that the man chooses is
 A Premium.
 B Silver.
 C Economy.
- 8 The woman believes that the best thing about We-Move-U is that they
 A cost less than people expect.
 B are very efficient.
 C provide excellent service to their clients.
- 9 After the man makes a booking, there will be
 A no more charges.
 B a 10% charge when the move is completed.
 C a charge if the man changes the day of his move.

