

# Test 4

## LISTENING

### PART 1 Questions 1–10

Complete the form below.

Write **ONE WORD AND/OR A NUMBER** for each answer.



Listening test audio

### 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