

Exercise 2

Read the information. Then quickly read the questions from Section 2 of an IELTS Listening test and decide what the most important words are in each question.

Choose the correct answers.

Look at the questions carefully before you listen. This will give you a clearer idea of what you need to pay attention to while listening.

1 What is the general focus of Giles Watson's training session?

2 What does Giles think is the key part of making customers feel happy?

3 In another session, Giles will offer advice about ...

4 What does Giles say is the most difficult thing to achieve?

5 What experience has Giles had of unpleasant customers?

1. The key words in Question 1 are **general focus/ training session**.
2. The key words in Question 2 are **feel happy/key part**.
3. The key words in Question 3 are **another session/offer advice**.
4. The key words in Question 4 are **the most difficult thing/ to achieve**.
5. The key word in Question 5 is **experience/ unpleasant**.