

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.**