

Exercise 4

In the next exercise, you are going to complete Section 2 of an IELTS Listening test.

Read the questions quickly and decide what you will probably hear. Are the statements True or False? Choose the correct answers.

1 What is Anne Smith's principal role at Star Travel Agency?

- A She is in charge of new staff.
- B She is responsible for big tour groups.
- C She hires people to work for the agency.

2 What does Anne find is the best thing about working for Star Travel Agency?

- A the opportunity to travel.
- B the good wages that are paid.
- C the friendliness of the other staff.

3 Later in the morning, Anne will provide some training in

- A using the company computers.
- B recommending places to visit.
- C dealing with telephone bookings.

4 What skill does Anne say is the most important for working in a travel agency?

- A You should be able to deal calmly with annoyed customers.
- B You must be able to speak several languages.
- C You have to be a good listener.

5 The person now in charge of paying wages is

- A Andrew Brown.
- B Julia Summers.
- C Joe Ramsay.

1. You are going to listen to a woman called Anne Smith.
 - True
 - False
2. She will talk about why she would like to work for a travel agency.
 - True
 - False
3. She doesn't like her job.
 - True
 - False
4. She will give other people useful information.
 - True
 - False
5. She will give some advice about what abilities people need in order to work at the travel agency.
 - True
 - False
6. Her main responsibility in the job is making sure her staff are paid on time.
 - True
 - False