

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