

Exercise 5

Read the information. Then listen and choose the correct answers.

- Look at the questions quickly and decide what the key words are.
- You won't always hear the same key words on the recording. Think of other ways the speaker might say this key information. For example, what is another way to say 'principal role'?
- Listen to the recording, and focus on when the speaker says the key information. The speaker will talk about the information in the same order that it appears in the questions.
- Go through options A, B and C, and decide which ones match the information you heard.

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.