

### Exercise 8

Read the information. Then, look at the underlined key words in the questions. Match the information you need to listen for with the questions.

In the short time you have before listening, it is always useful to look at the questions and decide what you need to listen for. It will help if you know you need to listen for a specific action, a time, a place or a person.

a month    an action    an object    the name of a person    the name of a place

1. <u>What</u> should staff <u>do</u> when they first <u>arrive</u> at work?	
2. <u>When</u> is the <u>busiest time</u> of year for Star Travel Agency?	
3. <u>Where</u> in <u>Fiji</u> do people like to <u>go</u> to at this time of year?	
4. <u>What</u> must staff <u>see</u> before <u>confirming</u> a <u>booking</u> ?	
5. <u>Who</u> should staff <u>contact</u> if they have a <u>problem</u> with the <u>computer</u> ?	