

I. LISTENING

Questions 1–10

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Complete the form below.

Write **NO MORE THAN TWO WORDS OR A NUMBER** for each answer.

Health club customer research	
<i>Example</i>	<i>Answer</i>
Name:	Selina Thompson
Occupation:	1
Age group:	2
Type of membership:	3
Length of membership:	4 years
Why joined:	Recommended by a 5
Visits to club per month:	Eight (on an average)
Facility used most:	6
Facility not used (If any):	Tennis courts (because reluctant to 7)
Suggestions for improvements:	Have more 8 Install 9 in the gym. Open 10 later at weekends.