

LISTENING

PART 1 Questions 1–10

Complete the form below.

Write **ONE WORD AND/OR A NUMBER** for each answer.

Customer Satisfaction Survey

Customer details

Name: Sophie Bird
Occupation: 1
Reason for travel today: 2

Journey information

Name of station returning to: 3
Type of ticket purchased: standard 4 ticket
Cost of ticket: 5 £
When ticket was purchased: yesterday
Where ticket was bought: 6

Satisfaction with journey

Most satisfied with: the wifi
Least satisfied with: the 7 this morning

Satisfaction with station facilities

Most satisfied with: how much 8 was provided
Least satisfied with: lack of seats, particularly on the 9
Neither satisfied nor dissatisfied with: the 10 available

PART 2 Questions 11–20

Questions 11 and 12

Choose **TWO** letters, **A–E**.

What are the **TWO** main reasons why this site has been chosen for the housing development?

- A** It has suitable geographical features.
- B** There is easy access to local facilities.
- C** It has good connections with the airport.
- D** The land is of little agricultural value.
- E** It will be convenient for workers.

Questions 13 and 14

Choose **TWO** letters, **A–E**.

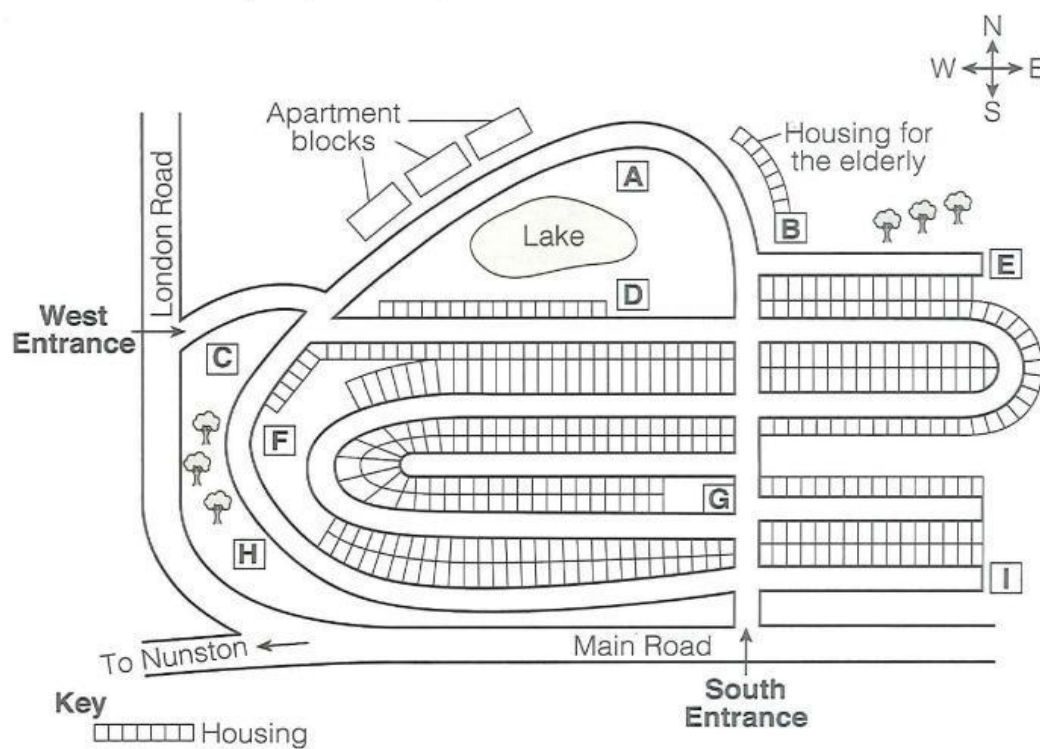
Which **TWO** aspects of the planned housing development have people given positive feedback about?

- A** the facilities for cyclists
- B** the impact on the environment
- C** the encouragement of good relations between residents
- D** the low cost of all the accommodation
- E** the rural location

Questions 15–20

Label the map below.

Write the correct letter, **A–I**, next to Questions 15–20.



- | | | |
|----|------------------|-------|
| 15 | School | |
| 16 | Sports centre | |
| 17 | Clinic | |
| 18 | Community centre | |
| 19 | Supermarket | |
| 20 | Playground | |

PART 3 Questions 21–30

Questions 21–24

Choose the correct letter, A, B or C.

Presentation about refrigeration

- 21** What did Annie discover from reading about icehouses?
- A** why they were first created
 - B** how the ice was kept frozen
 - C** where they were located
- 22** What point does Annie make about refrigeration in ancient Rome?
- A** It became a commercial business.
 - B** It used snow from nearby.
 - C** It took a long time to become popular.
- 23** In connection with modern refrigerators, both Annie and Jack are worried about
- A** the complexity of the technology.
 - B** the fact that some are disposed of irresponsibly.
 - C** the large number that quickly break down.
- 24** What do Jack and Annie agree regarding domestic fridges?
- A** They are generally good value for money.
 - B** There are plenty of useful variations.
 - C** They are more useful than other domestic appliances.

Questions 25–30

Who is going to do research into each topic?

Write the correct letter, **A**, **B** or **C**, next to Questions 25–30.

People

- A** Annie
- B** Jack
- C** both Annie and Jack

Topics

- 25** the goods that are refrigerated
- 26** the effects on health
- 27** the impact on food producers
- 28** the impact on cities
- 29** refrigerated transport
- 30** domestic fridges

PART 4 Questions 31–40

Complete the notes below.

Write **ONE WORD ONLY** for each answer.

Pockets

Reason for choice of subject

- They are **31** but can be overlooked by consumers and designers.

Pockets in men's clothes

- Men started to wear **32** in the 18th century.
- A **33** sewed pockets into the lining of the garments.
- The wearer could use the pockets for small items.
- Bigger pockets might be made for men who belonged to a certain type of **34**

Pockets in women's clothes

- Women's pockets were less **35** than men's.
- Women were very concerned about pickpockets.
- Pockets were produced in pairs using **36** to link them together.
- Pockets hung from the women's **37** under skirts and petticoats.
- Items such as **38** could be reached through a gap in the material.
- Pockets, of various sizes, stayed inside clothing for many decades.
- When dresses changed shape, hidden pockets had a negative effect on the **39** of women.
- Bags called 'pouches' became popular, before women carried a **40**