

Listening

1 Recording 1 Listen and write true (T) or false (F).

- 1 Mr Price was threatened with a knife. T
- 2 Mr Price's dog attacked the thief. —
- 3 The police heard the pet bird and came to the woman's house. —
- 4 The gang didn't realise that the bus wasn't going to move. —
- 5 One of the people in the jewellery shop robbery was badly hurt. —
- 6 The witnesses in the drugs trial have been arrested. —

/5

2 Recording 2 Listen and match the names of the people in the box to their reasons for living abroad.

Aakesh Daniel Ferdinand Ilsa Kirsty Luisa

- 1 Ilsa is doing charity work
- 2 — is learning the language
- 3 — wanted to find family members
- 4 — is training to be a chef
- 5 — is doing scientific research
- 6 — is studying to be a doctor

/5

3 Listen again and choose the correct answers, a, b or c.

- 1 Kirsty misses
a her friends. b her kitchen. c her husband.
- 2 Daniel misses
a his friends. b the weather. c British food.
- 3 Ferdinand misses
a his gym. b the rain. c his girlfriend.
- 4 Ilsa misses
a shopping. b her pets. c her friends.
- 5 Aakesh misses
a food from home. b his friends.
c watching the news.
- 6 Luisa misses
a city life. b doing sport. c speaking English.

/5

Reading

12 Read the texts and match headings a–f with paragraphs 1–6.

- a Late delivery
- b Faulty washing machine
- c Poor quality
- d Failure to deliver
- e Faulty vacuum cleaner
- f Poor service

1 b

We've only had it for two months, but the last time we used it there was a terrible noise and water spilled all over the floor. I called an emergency engineer and when he looked at it he said it was a problem with the motor. As it is still under guarantee, I would like you to inform me what I should do now. I would also like to know if you will pay the plumber's bill and the cost of having our carpets cleaned. *Peter Andrews*

2

I waited in the queue to pay for the vacuum cleaner for around 15 minutes, but then when it was my turn to be served, the shop assistant said he was going for lunch and told me to pay at the desk at the other end of the store. So I joined the end of the queue and waited another five minutes for someone to serve me. However, the assistant said there was a problem with the card machine and they could only take cash. This meant I had to leave the shop and go and find a bank in a neighbourhood I didn't know. By this time, I was furious. *Anna Roberts*

3

When I got the machine out of the box, I noticed that the on/off button was missing. I was extremely disappointed as it meant I was unable to use it to clean our carpets in time for our visitors who were coming that evening. I called the company and the very helpful person at the end of the line said that this wasn't the first time someone had reported the same problem. She arranged for someone to deliver another machine the next day. However, this meant that I had to take the morning off work and I lost four hours' pay. *John Seaton*

4

I waited in all day but no one turned up. When I rang your store, the assistant told me that the driver was off sick and she would have to arrange a new delivery date. The problem is we are going on holiday for two weeks from next Monday and I would like to have the washing machine delivered before we leave, as there will be loads of clothes to wash when we come back from Spain. The assistant said all the delivery times are booked for this week, but could you make an exception in my case? *George Sandison*

5

The advertisement said that the towels were thick, soft and made of 100% cotton. However, when I opened the packet, I was very disappointed. The towels were so thin that I could see through them. I am giving you the opportunity to give me a full refund. Otherwise I will have no option but to write a bad review about the product online. *Jess Adams*

6

When the van finally turned up, the driver apologised and said they had been delayed for two hours because of an accident on the motorway. As a delivery driver myself, I understand that traffic problems are unavoidable. However, what I don't understand is why the driver didn't call me to say they'd been delayed when he had my mobile number. That way I could have made good use of my time, rather than expecting the washing machine to arrive at any minute. *Daniel Spencer*

/5

13 Read the texts again and write true (T) or false (F).

1 Peter Andrews is complaining about a plumber.

F

2 He has to buy new carpets.

3 Anna Roberts had to pay for the vacuum cleaner in cash.

4 She lives near the shop she is complaining about.

5 John Seaton wasn't the first person to report a problem with the product.

6 He is unemployed.

7 George Sandison is going on a business trip to Spain.

8 Jess Adams wants the manager to give her a refund.

9 She thinks the towels are too small.

10 The driver of Daniel Spencer's delivery van was in an accident.

11 He is angry that no one told him the delivery would be late.

/10

Listening

1 Recording 1 Listen to a podcast and write true (T), false (F) or no information (NI).

- 1 Companies are investing money in developing food that is good for people's stomachs. T
- 2 More people are ordering green tea in restaurants. —
- 3 The market for dishes created with local ingredients is getting bigger. —
- 4 People like using 'recipe kits' because they don't need to do any cooking. —
- 5 The so-called 'fourth meal' of the day is eaten as soon as you wake up. —
- 6 Turmeric, salmon and eggs are good for your eyes. —

/5

2 Recording 2 Listen and match the speakers (1–6) to the work locations (a–f).

- 1 Speaker 1 d
- 2 Speaker 2 —
- 3 Speaker 3 —
- 4 Speaker 4 —
- 5 Speaker 5 —
- 6 Speaker 6 —
- a shop
b office
c call centre
d library
e restaurant
f zoo

/5

3 Listen again and choose the correct answer a, b or c.

- 1 Speaker 1 c
a got told off for being late.
b put something back in the wrong place.
c made a loud noise.
- 2 Speaker 2 —
a was 10 minutes late.
b wore the wrong clothes.
c went to the wrong department.
- 3 Speaker 3 —
a had an accident.
b misunderstood his instructions.
c went in the wrong entrance.
- 4 Speaker 4 —
a sat at the wrong desk.
b broke a phone.
c rang the wrong number.
- 5 Speaker 5 —
a had an argument with a customer.
b gave a customer the wrong change.
c served the wrong customer.
- 6 Speaker 6 —
a burned her hand.

- b gave someone the wrong order.
- c charged someone too little.

15

8 Complete the text with the words and phrases in the box.

flexible working hours landlord move-out put central heating in put up the rent
take time off wear formal clothes

Last autumn was really busy. First we had to
1 move out of our flat and go to stay with Jules' parents for a fortnight because our 2 _____ had finally decided to
3 _____. Because of that, he'd also decided to 4 _____. That meant that Jules had to get a better-paid job,
so she started in her new office at around the same time. It's much better than her previous one. The company has
5 _____ which means she can start and finish work earlier or later, as long as she does 37 hours a week. She's
also allowed to 6 _____ if she needs to go to the doctor. The pay's much better, but she isn't very keen on the
fact that she has to 7 _____. She used to wear what she liked in her old job.

16

Reading

11 Read the blog and match headings a–f with paragraphs 1–6.

- | | |
|----------------|-------------------|
| a Facilities | d Service |
| b Location | e Other guests |
| c Things to do | f Value for money |

1 d

Hi, everyone! It's Kate here, and it's time for me to share my latest travel recommendations with you. Now, if any of you out there are looking for a cheap holiday, you could try the Bristol Hotel in Malta. I went back there last week, after a gap of nearly ten years. The hotel itself is around 15 minutes' walk from Golden Bay – one of the most child-friendly beaches on the island, with a gentle walk down to the sea and golden yellow sand. The hotel lies in the back streets of the town, up a narrow road.

2 _____

The hotel is very cheap – I paid just £40 a night – and my room, although small, was incredibly clean. There were fresh flowers on the table when I arrived, along with a bowl of fruit and a bottle of water, and the sheets and towels were changed every day.

3 _____

I remembered the staff as being very helpful, but that seems to have changed, unfortunately. On arriving at reception, I had to wait nearly 10 minutes for someone to check me into my room and on several occasions when I tried room service, the phone just rang and rang.

4 _____

The Bristol has a large unheated swimming pool, but it is only suitable for adults as it's two metres deep. There's also a gym which would be lovely but it wasn't open. I spoke to a member of staff and apparently, it's been out of order since March and they're still waiting for an engineer to come and repair it. There used to be a small restaurant in the hotel serving local food, but that has closed, unfortunately.

5 _____

Luckily, there was plenty to do in the evenings. The little streets behind the hotel are full of restaurants and bars, where you can meet local people and there is a very popular night market where you can buy delicious snacks. If you want something more exciting, you can take a local bus or taxi to the centre of Golden Bay, about five kilometres away. Here there are lots of night clubs, discos and a casino. During the day, you can do various water sports, including fishing, snorkelling and scuba diving.

6 _____

The Bristol used to be popular with older people who liked the peace and quiet, but it seems the owners have been targeting families with young children, despite the long walk to the beach and the lack of a child-friendly pool. But generally, the children were well behaved and most families were out all day, allowing me to relax by the pool. Although I have to admit, I only went in once!

15

12 Read the blog again. Decide if the statements are true (T) or false (F).

- 1 This was Kate's first visit to the hotel. F
- 2 The hotel is next to a beautiful beach.
- 3 The hotel was good value for money.
- 4 The service wasn't very good.
- 5 The swimming pool is designed for kids.
- 6 Kate used the gym.
- 7 Kate didn't eat at the hotel.
- 8 The Bristol is in a very touristy area.
- 9 You can buy food at the night market.
- 10 The other guests were mainly younger people.
- 11 The children made a lot of noise.