



You will hear three different extracts. For questions 1–6, choose the answer (A, B or C) which fits best according to what you hear. There are two questions for each extract.

**Extract One**

You hear two friends discussing the woman's new job.

- 1 What is the woman doing during the conversation?
  - A admitting that she has made a mistake
  - B justifying a decision she has made
  - C complaining about too much work
- 2 With regard to her working hours, the woman is pleased that
  - A she now starts work later than she used to.
  - B she doesn't need to work on Friday afternoons.
  - C she can sometimes work when nobody else is present.

**Extract Two**

You hear two friends discussing a play they have both seen.

- 3 What did the woman think of the play they saw?
  - A She was disappointed with the production.
  - B She found it an entertaining production.
  - C She had her eyes opened by the production.
- 4 What do they agree was an effective aspect of the production?
  - A the lighting
  - B the sound
  - C the scenery


You hear a man telling a friend about a phone call he has just had.

5 How does the man feel about Isabel not helping him?

- A He is surprised that she has changed her mind about it.
- B He is annoyed that she won't do what she had agreed to do.
- C He is disappointed that she is unexpectedly prevented from doing it.

6 How will the man solve his problem?

- A He'll ask somebody else for a lift to the conference.
- B He'll cancel his booking for the conference.
- C He'll arrive late at the conference.

 02 You will hear a woman called Susan Foster talking about holidays organised by the company that she works for. For questions 7–14, complete the sentences with a word or short phrase.

### BENNETT'S HOLIDAYS

The company originally organised inclusive one-day trips by (7) .....  
from Manchester to the English Lake District.

The company now specialises in holidays in (8) ..... and South America.

Susan uses the word (9) '.....' to sum up her opinion of Buenos Aires.

One option in Buenos Aires is to go up in a (10) ..... at sunset for an aerial view of the city.

Susan is particularly impressed by the (11) ..... of Montevideo.

One tour includes a three-day visit to see mountains and (12) .....

Susan mentions the penguins and two species of (13) .....  
that can be seen off the Valdes Peninsula at certain times of the year.

A holiday in Argentina can include a one-day round trip by train to a (14) .....



**03** You will hear a conversation on a local radio station between a presenter and Angela Staveley, the director of an arts festival in the town of Marston. For questions **15–20**, choose the answer (**A, B, C** or **D**) which fits best according to what you hear.

- 15 What was the town council's main reason for holding a festival?
  - A to celebrate an important landmark in the town's history
  - B to encourage different groups of people to mix
  - C to collect money for local charities
  - D to raise the town's profile
- 16 Angela was appointed as festival director because of her
  - A experience of running festivals.
  - B skill at managing large-scale events.
  - C useful contacts with artists and performers.
  - D familiarity with a wide range of arts.
- 17 What difficulty has Angela had organising the festival?
  - A making sure everything is done in time for the festival
  - B raising enough funding to cover the full cost of the festival
  - C making use of all the offers of help she has received
  - D finding people with the areas of expertise she needs
- 18 How does Angela feel that organising the festival is affecting her?
  - A It is teaching her a great deal about working with people.
  - B It is making her aware that her reactions are sometimes inappropriate.
  - C It is proving to her that she can cope with stress better than she thought.
  - D It is making her realise that she should change the way she works.
- 19 Angela and the interviewer agree it is a good idea for the programme
  - A to present the widest possible variety of art forms.
  - B to form connections that make one event lead into the next.
  - C to make links between the events and aspects of the town.
  - D to give local clubs and organisations an active role in the festival.
- 20 How does Angela feel about organising another festival in the future?
  - A She would want to take part in the early decision making.
  - B She would be interested in organising one that is not for the arts.
  - C She would like to have a different role in a festival.
  - D She would need to have more assistants.



You will hear five short extracts in which people are talking about speaking to the store manager in a shop.

### TASK ONE

For questions 21–25, choose from the list (A–H) the reason each speaker gives for speaking to the store manager.

- A to exchange a faulty purchase
- B to cancel a delivery
- C to get the price of a purchase reduced
- D to place a special order
- E to get information about some products
- F to complain about poor service
- G to return an unwanted item
- H to praise a shop assistant

While you listen you must complete both tasks.

Speaker 1  21

Speaker 2  22

Speaker 3  23

Speaker 4  24

Speaker 5  25

### TASK TWO

For questions 26–30, choose from the list (A–H) how each speaker felt after speaking to the store manager.

- A shocked that the manager didn't believe them

- B disappointed that their loyalty to the store was undervalued

- C relieved that the manager seemed sympathetic

- D confused by the manager's attitude

- E embarrassed at having made a mistake

- F determined never to go to the store again

- G reluctant to accept the manager's offer

- H irritated by the manager's behaviour

Speaker 1  26

Speaker 2  27

Speaker 3  28

Speaker 4  29

Speaker 5  30