

01 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)**

2.03 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

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

While you listen you must complete both tasks.