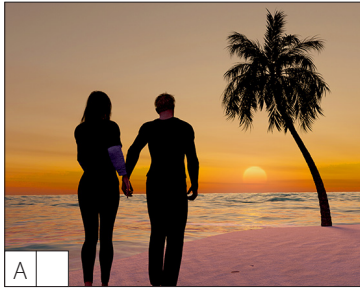


# Listening

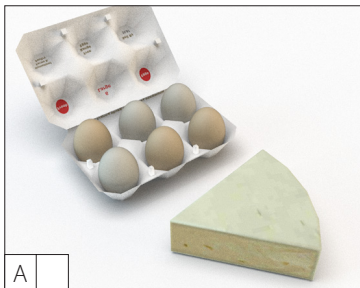
## Part 1

2.06 Listen and choose the correct picture (A, B, or C).

1 A brother and sister are discussing which film to watch on TV. Which film do they decide on?



2 A husband and wife are discussing which food items need to be bought. What should the man buy?



3 A man is leaving a voicemail message for his boss. Which part of his body is painful?



4 A brother and sister are discussing jobs. Which job is the man most interested in?



5 A railway station employee is making a passenger announcement. Which train service has the longest delay?



## Part 2

**2.07** Listen to a manager of a store telling his staff about some changes to the services the store provides to customers. Choose the correct answer (A, B, or C) for each gap (1–5). The first one (0) has been done for you. You now have 30 seconds to look at the task.



### Staff update

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#### Loyalty card

- 0 With the new-look loyalty card, customers can ..... **A** .....
- A use their points elsewhere
  - B get double points for some items they buy
  - C use their points in specific departments only
- 1 New customers wanting to join the scheme have to .....
- A speak to a member of staff
  - B provide proof of their address
  - C complete their registration at home

#### In store

- 2 The store's ..... will no longer be the same.
- A café
  - B restaurant
  - C coffee shop




#### Services and classes

- 3 Customers who wish to use the 'personal shopper' service need to .....
- A pay in advance
  - B describe their tastes
  - C make an appointment by phone
- 4 The home design service will for the first time include assistance with choosing .....
- A carpets
  - B curtains
  - C cushions
- 5 The initial home skills class will cover .....
- A food storage
  - B seasonal dishes
  - C meals for busy people




## Part 3

**2.08** Listen to a man and a woman talking about their holiday. Match the people (woman, man, or both) to the opinions below. The first one (0) has been done for you. You now have 30 seconds to look at the task.




0 The resort was unexpectedly busy for the time of year.

		
✓ woman	man	both




1 One of the new facilities was unsatisfactory.

		
woman	man	both




2 Parts of the hotel need redecorating.

		
woman	man	both




3 The hotel staff were devoted to making sure guests were content.

		
woman	man	both

4 The holiday proved to be value for money.

		
woman	man	both

5 For their next trip, it would be better to try a different type of accommodation.

		
woman	man	both

## Part 4

**2.09** Listen and choose the correct answer (A, B, or C).

- 1 A husband and wife are talking about a new fitness class. How does the woman feel about joining the class?
  - A anxious about causing herself an injury
  - B worried that she will be the oldest member
  - C concerned that she will be unable to keep up
  
- 2 A girl is leaving a voicemail message for her father. What does she want her father to do?
  - A help her to gather data
  - B pay an unexpected bill
  - C call the internet provider
  
- 3 A husband and wife are discussing home repairs. The woman says that the man ...
  - A has to build the bookcase.
  - B ought to try to fix the front door.
  - C needs to focus on the floorboards.
  
- 4 A woman is leaving a message for the manager of a company. What is the main purpose of the woman's message?
  - A to request a personal visit
  - B to ask for her call to be returned
  - C to enquire about a range of products
  
- 5 A brother and sister are talking about a science magazine. What is the subject of the article they mention?
  - A the planets
  - B the weather
  - C the atmosphere