

LISTENING

SECTION 1 Questions 1–10 TEST 5_01

Questions 1–10

Complete the form below.

Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer.

COMPLAINT RECORD FORM	
Example Name:	<i>Susan Yorke</i>
Address:	Flat 1 1 _____ Harchester HA6 5LD
Daytime telephone number:	0781 233 452
Purchase reference number:	2 _____ 8443
Date of purchase:	15th January
Item description:	Aqua Powershot digital camera in a 3 _____ colour
Insurance?	Yes, has a 4 _____ policy
Details of complaint:	5 _____ missing should be 6 _____ but isn't 7 _____ on case
Action to be taken	If repair not possible, offered to provide a 8 _____, but customer requests a 9 _____ Asked customer to send item to 10 _____



When you have to fill in a form, make sure you understand that it may have been written in note form. For example, in number 5 here, 'missing' means 'is missing'. You won't need to write 'is' in the gap.

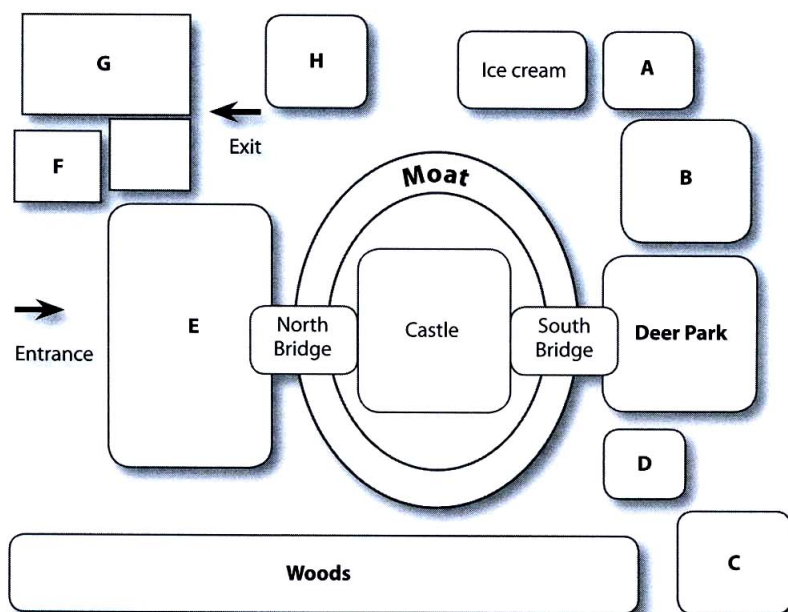
SECTION 2 Questions 11–20 TEST 5_02

Questions 11–15

Match the places.

Write the correct letter A–H next to the Questions 11–15.

BESTLEY CASTLE AND GROUNDS



- 11 tourist information _____
- 12 car park _____
- 13 museum _____
- 14 picnic area _____
- 15 gift shop _____

Questions 16–18

Which **THREE** activities or events do you need to pay to get in?

Choose **THREE** letters A–F.

- A museum
- B castle
- C fireworks
- D gardens
- E rock concert
- F jazz concert

When there's a multiple choice question where more than one answer is correct, remember that you can write your choices in any order on the answer sheet.

Questions 19 and 20

Answer the questions below.

Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer.

19 How often is the charity event held?

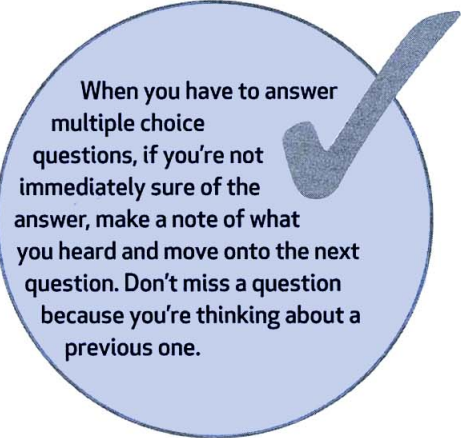
20 Who does Age Concern help?

SECTION 3 Questions 21–30 🎧 TEST 5_03

Questions 21–26

Choose the correct letter, A, B or C.

- 21 Before giving his presentation, Paul is worried about
 - A choosing what information to use.
 - B not remembering what to say.
 - C organising the projection equipment.
- 22 Paul's friends advise him not to
 - A speak about popular periods.
 - B talk at length about art history.
 - C speak too quickly in the presentation.
- 23 Why does Paul like the idea of the timeline?
 - A It will be visually pleasing.
 - B It will save some time.
 - C It will keep him focused.
- 24 Paul is going to show famous works of art to
 - A show people that he has good taste.
 - B make people think about what counts as art.
 - C prove that modern art isn't as good as classic art.
- 25 Paul wants his presentation to
 - A change personal opinions.
 - B create a big fight.
 - C start an exciting debate.
- 26 What does Isabel say about modern artists?
 - A They are skilful.
 - B They paint like children.
 - C They have a sense of freedom.



When you have to answer multiple choice questions, if you're not immediately sure of the answer, make a note of what you heard and move onto the next question. Don't miss a question because you're thinking about a previous one.

Questions 27–30

Complete the notes below.

Write **NO MORE THAN TWO WORDS** for each answer.

TIPS TO FIND PICTURES

- go to fine art section in 27 _____
- ask 28 _____ for access to slide bank
- if not, use the 29 _____
- find pictures using a 30 _____

SECTION 4 Questions 31–40 🎧 TEST 5_04

Questions 31–36

Complete the diagram below.

Write **NO MORE THAN THREE WORDS AND/OR A NUMBER** for each answer.

