

# LISTENING

## PART TWO (CD Track 25)

### Questions 13 – 22

#### Section One

##### (Questions 13 – 17)

- You will hear five short recordings. Five people are talking about what they look for when they are buying goods from a company.
- For each recording, decide what each speaker is talking about.
- Write one letter (**A – H**) next to the number of the recording.
- Do not use any letter more than once.
- You will hear the five recordings twice.

13 -----  
14 -----  
15 -----  
16 -----  
17 -----

- A** good customer service
- B** telephone helpline
- C** efficient distribution
- D** extended guarantee
- E** simple ordering procedures
- F** value for money
- G** good reputation
- H** fashionable brand

#### Section Two (CD Track 26)

##### (Questions 18 – 22)

- You will hear another five short recordings. Each person is giving a presentation.
- For each recording, decide on the purpose of the presentation extract.
- Write one letter (**A – H**) next to the number of the recording.
- Do not use any letter more than once.
- You will hear the five recordings twice.

18 -----  
19 -----  
20 -----  
21 -----  
22 -----

- A** to announce record profits
- B** to advertise a new product
- C** to announce job losses
- D** to publicise job vacancies
- E** to confirm a pay rise
- F** to introduce a new policy
- G** to announce a merger
- H** to explain poor performance