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