

Test 4

LISTENING

PART 1 Questions 1–10

Complete the form below.

Write **ONE WORD AND/OR A NUMBER** for each answer.

Customer Satisfaction Survey

Customer details

Name: Sophie Bird
Occupation: 1
Reason for travel today: 2

Journey information

Name of station returning to: 3
Type of ticket purchased: standard 4 ticket
Cost of ticket: 5 £
When ticket was purchased: yesterday
Where ticket was bought: 6

Satisfaction with journey

Most satisfied with: the wifi
Least satisfied with: the 7 this morning

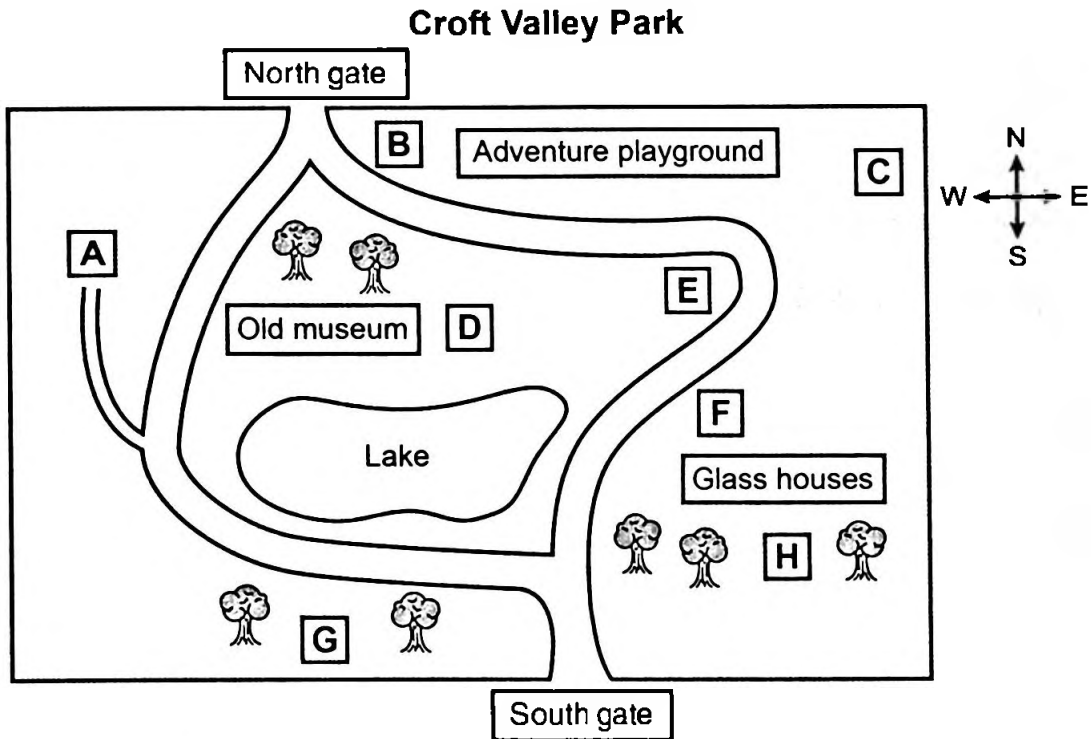
Satisfaction with station facilities

Most satisfied with: how much 8 was provided
Least satisfied with: lack of seats, particularly on the 9
Neither satisfied nor dissatisfied with: the 10 available

PART 2 Questions 11–20**Questions 11–16**

Label the map below.

Write the correct letter, **A–H**, next to Questions 11–16.



- | | | |
|-----------|-----------------|-------|
| 11 | café | |
| 12 | toilets | |
| 13 | formal gardens | |
| 14 | outdoor gym | |
| 15 | skateboard ramp | |
| 16 | wild flowers | |

Test #

Questions 7 and 8

Choose TWO items A-E

What does the speaker say about the adventure playground?

- A Children must be supervised.
- B It costs more to winter.
- C Some activities are only for younger children.
- D No payment is required.
- E It was recently expanded.

Questions 9 and 10

Choose TWO items A-E

What does the speaker say about the glass houses?

- A They are closed at weekends.
- B Volunteers are needed to work there.
- C They were badly damaged by fire.
- D More money is needed to repair some of the glass.
- E Visitors can see palm trees from tropical regions.

PART 3 Questions 21–30

Questions 21–24

Choose the correct letter, **A**, **B** or **C**.

Presentation about refrigeration

- 21** What did Annie discover from reading about icehouses?
- A** why they were first created
 - B** how the ice was kept frozen
 - C** where they were located
- 22** What point does Annie make about refrigeration in ancient Rome?
- A** It became a commercial business.
 - B** It used snow from nearby.
 - C** It took a long time to become popular.
- 23** In connection with modern refrigerators, both Annie and Jack are worried about
- A** the complexity of the technology.
 - B** the fact that some are disposed of irresponsibly.
 - C** the large number that quickly break down.
- 24** What do Jack and Annie agree regarding domestic fridges?
- A** They are generally good value for money.
 - B** There are plenty of useful variations.
 - C** They are more useful than other domestic appliances.

Test 4

Questions 25–30

Who is going to do research into each topic?

Write the correct letter, **A**, **B** or **C**, next to Questions 25–30.

People

- A** Annie
- B** Jack
- C** both Annie and Jack

Topics

- 25** the goods that are refrigerated
- 26** the effects on health
- 27** the impact on food producers
- 28** the impact on cities
- 29** refrigerated transport
- 30** domestic fridges

PART 4 Questions 31–40

Complete the notes below.

Write **ONE WORD ONLY** for each answer.

How the Industrial Revolution affected life in Britain

19th century

- For the first time, people's possessions were used to measure Britain's **31**
- Developments in production of goods and in **32** greatly changed lives.

MAIN AREAS OF CHANGE

Manufacturing

- The Industrial Revolution would not have happened without the new types of **33** that were used then.
- The leading industry was **34** (its products became widely available).
- New **35** made factories necessary and so more people moved into towns.

Transport

- The railways took the place of canals.
- Because of the new transport:
 - greater access to **36** made people more aware of what they could buy in shops.
 - when shopping, people were not limited to buying **37** goods.

Retailing

- The first department stores were opened.
- The displays of goods were more visible:
 - inside stores because of better **38**
 - outside stores, because **39** were bigger.
- **40** that was persuasive became much more common.