



Part 1

You will hear some sentences. You will hear each sentence twice. Choose the correct reply to each sentence (A, B, or C). Mark your answers on the answer sheet.

1. A) Of course - what seems to be the problem?
 B) I've changed my mind.
 C) This isn't what I ordered.

2. A) I'd like to exchange it for something else.
 B) I've changed my mind.
 C) I'll replace it immediately.

3. A) Could I speak to the manager, please
 B) Sorry, just one more thing.
 C) I'm terribly sorry.

4. A) Who's next, please?
 B) Just a moment.
 C) Is there anything else I can help you with?

5. A) Do you have a receipt?
 B) How can I help you?
 C) Do you have anything cheaper?

6. A) I'll ask someone to look at that for you right away.
 B) It's a bit slow.
 C) I'd like to make a complaint.

7. A) Oh dear, really?
 B) It's not very polite.
 C) That's very kind.

8. A) I'm terribly sorry.
 B) I'll give you a full refund.
 C) It doesn't work.

Part 2

You will hear a schoolteacher talking to a group of students about a national poetry competition. For each question, fill in the missing information in the numbered space.

Poetry Competition for Schools

- The competition for 11-14s is called the **(9)** _____ Prize.
- The topic for this year is **(10)** _____ .
- THE title of last year`s winning poem was **(11)** _____.
- This year the prize money available is **(12)** _____ euros.
- If successful, the school will spend the money on the **(13)** _____ .
- For further help, see the **(14)** _____ .

Part 3

You will hear women talking about the same wedding. For questions 15 - 18, choose from the list A-F who the speaker is speaking to. There are TWO EXTRA places which you do not need to use.

Mark your answers on the answer sheet.

15. Speaker 1

16. Speaker 2

17. Speaker 3

18. Speaker 4

A her husband

B her boyfriend

C a child

D her mother

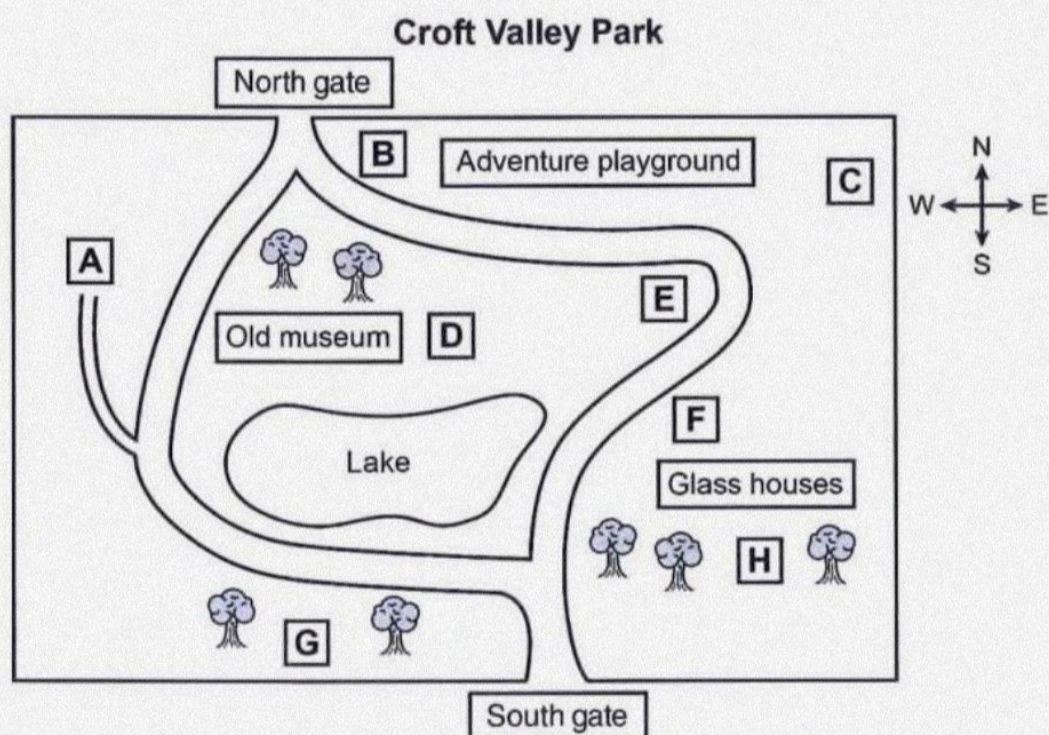
E her boss

F somebody she`s just met

Part 4

You will hear someone giving a talk. Label the places (19-23) on the map (A-H). There is some extra options which you do not need to use.

Mark your answers on the answer sheet.



- 19. Café
- 20. Toilets
- 21. Formal gardens
- 22. Outdoor gym
- 23. Skateboard ramp

Part 5

You will hear three different extracts. For questions 24-29, choose the answer (A, B or C) which fits best according to what you hear. There are two questions for each extract.

Extract One

24. What does the visitor feel about installing satellite navigation in her car?

- A) worried about its cost
- B) unsure of its usefulness
- C) doubtful about its reliability

25. When he talks about in-car satellite navigation systems, the secretary is

- A) helping his visitor to choose the best model.
- B) providing his visitor with information about them.
- C) warning his visitor about the drawbacks of using one.

Extract Two

26. What does Mike say about his use of comedy as a child?

- A) He appeared to have an instinctive talent for it.
- B) His long-term friendships depended on it.
- C) It was one of a number of skills he developed.

27. Both speakers agree that, for a successful life, people need

- A) a belief in themselves.
- B) a clearly defined goal.
- C) a commitment to hard work.

Extract Three

28. The man reads books which

- A) remind him of people he's met.
- B) make a change from his work.
- C) are set somewhere he doesn't know.

29. His work involves

- A) a lot of travel.
- B) looking out for new words.
- C) studying classical literature.

Part 6

You will hear a reporter called Ruth Sampson describing a visit she made to the Arctic Circle with a team of Canadian wildlife experts. For questions 30-35, complete the sentences.

A visit to the Arctic Circle

As her plane was landing, (30) _____ were the first animals Ruth saw. Soon after arriving, the team of biologists was able to identify a (31) _____ in the distance. The word (32) _____ is used to describe a small patch of ground where the growth of plants is possible. The largest part of the yellow Arctic poppy is its (33) _____. The majority of birds returning to the area in the spring feed on seeds. The team stayed in tents with small (34) _____ at the entrance. Ruth was given advice on what to do if approached by a polar bear. It was difficult for Ruth to carry out her work because (35) _____ are affected by freezing temperatures.